Verizon Communications
1300 I Street NW, Suite 400W
Washington, DC 20005

December 14, 2001

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St., S.W. – Portals
Washington, DC 20554

RE: Application by Verizon-New England Inc. for Authorization To Provide In-Region, InterLATA Services in State of Rhode Island, Docket No. 01-324

Dear Ms. Salas:

On December 6, Verizon filed the revised Performance Assurance Plan Guidelines with the Rhode Island Public Utilities Commission. Per the request of the CCB staff, Verizon is providing a copy of that filing. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 01-2746.

Sincerely,

Clint E. Odom/AB

Clint E. Odom

Attachment

cc: J. Veach
J. Stanley
G. Remondino

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December 6, 2001

Ms. Luly E. Massaro
Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Blvd.
Warwick, Rhode Island 02888

RE: Rhode Island Performance Assurance Plan (Docket No. 3256) Compliance Filing

Dear Ms. Massaro:

Enclosed for filing please find an original and nine (9) copies of the revised Performance Assurance Plan ("PAP") Guidelines. This filing is made in compliance with the Commission's December 3, 2001 Order issued jointly in Dockets 3195 and 3256, and includes minor technical corrections that Verizon Rhode Island agreed to make in the course of the above referenced proceeding.[1] To assist the Commission in its review of this compliance filing, Verizon Rhode Island has included an original and nine copies of a redlined version of the August 30, 2001 version of the PAP that reflects the changes made in this filing.

In accordance with the Commission's December 3, 2001 Order, the effective date of the PAP will be the first day of the month in which Verizon Rhode Island enters the long distance market in Rhode Island—as it was in Massachusetts and New York.[2]

If you have any questions regarding this matter please do not hesitate to contact me at the number above. Thank you for your assistance in this matter.

Very truly yours,

Bruce P. Beausejour

Enclosures

cc: Steven Frias, Commission Counsel
Paul Roberti, Esq.
Service List

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1 *See* Verizon Rhode Island's response to Record Request 5 filed October 9, 2001.

2 As occurred in Massachusetts and New York, and in accordance with the Commission's December 3, 2001 Order, the UNE Flow Through Special Provision will be implemented one quarter prior to Verizon Rhode Island's entry into the interLATA long distance market in Rhode Island.

PERFORMANCE ASSURANCE PLAN

VERIZON RHODE ISLAND

December 6, 2001

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APPENDICES TO PERFORMANCE ASSURANCE PLAN

PERFORMANCE ASSURANCE PLAN

I. INTRODUCTION

The Rhode Island Performance Assurance Plan ("Rhode Island PAP") is a self-executing remedy plan that will ensure Verizon Rhode Island ("Verizon RI") continues to provide quality wholesale services to competitive carriers after Verizon RI has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. The Rhode Island PAP is based on the New York PAP and Guidelines. The Change Control Assurance Plan ("CCAP") contained in Appendix I is also consistent with the New York Plan.

A. The Rhode Island PAP

The Rhode Island PAP has three major components: (1) the metrics used to report performance; (2) the methodology used to determine billing credits, including service segmentation, scoring method, and other rules described in the plan document; and (3) the dollars at risk. Each of these components is summarized below and is discussed in more detail in the following sections and Appendices.

1. Measures and Standards

The Rhode Island PAP utilizes the standards and measures set forth in the New York Carrier-to-Carrier Guidelines ("C2C"). The C2C measures include hundreds of individual data points that track and report on performance. Some metrics are compared with analogous Verizon retail services to ensure parity of service and others, where no retail analog exists, are reviewed on the basis of absolute standards. As in New York, where a subset of the C2C measures were selected for inclusion in the PAP, the Rhode Island PAP incorporates the same C2C measures and standards.

2. Methodology

(a) Service Segmentation

The Rhode Island PAP includes three service segmentations: Mode of Entry ("MOE"), Critical Measures, and Special Provisions.

The MOE segment measures the overall level of service on an industry-wide basis for each method or mode by which carriers can enter the local exchange market under the Telecommunications Act of 1996, *i.e.* resale, unbundled network elements, interconnection trunks and DSL. Any bill credits[1] generated in any one of these modes are allocated to competitors purchasing those types of services. The MOE component of the Rhode Island PAP is fully described in Section II.C. and in Appendices A and E.

The Critical Measures component measures performance in 13 critical areas that have been identified as most important to the provision of quality service. The Critical Measures are a subset of the measures included in the MOE segment. Additional bill credits will be provided for performance on these measures that fail to meet the standards. This segment provides a mechanism to assure that carriers are receiving non-discriminatory service on an individual basis. The complete list of Critical Measures is enumerated in Appendix B and scoring/credit calculations are in Appendix F.

The Special Provisions segment focuses on a number of measures that are viewed as measuring key aspects of Verizon RI's performance. This segment establishes targets that Verizon RI must achieve for flow-through, order processing, hot-cuts, Local Service Request confirmations, reject notices, and billing claims. Verizon RI will provide bill credits to those

[1] Checks will be issued to CLECs instead of "bill credits" here and throughout this plan pursuant to the Commission order until Verizon has updated its New England billing system to conform with New York, at which time Verizon may request the Commission revisit the issue of bill credits.

carriers who received service below target levels. The Special Provisions measures are described in Section II.E. and Appendix H.

(b) Change Control Assurance

Verizon is also subject to a separate Change Control Assurance Plan ("CCAP"). Change Control is designed to measure Verizon's performance in implementing revisions to OSS interfaces and business rules that affect CLECs. The Change Control process is common to carriers operating in Rhode Island and New York. Under the Change Control Assurance Plan, $695,000 in bill credits will be available to all CLECs in Rhode Island for unsatisfactory performance on four Change Control metrics. Change Control credits are described in Section II. B.2.

(c) Statistical Test

The Rhode Island PAP uses statistical methodologies as one means to determine if "parity" exists between Verizon RI's wholesale and retail performance. For measures where parity is the standard and a sufficient sample size exists, a "modified z statistic" is used. The statistical methodology is described in Appendix D.

(d) Scoring

Each of the measures within the MOE segment is graded with a 0, -1, or -2 based on the statistical analysis and the magnitude of the z-statistic for the month. The performance score for each metric is then weighted. These weights were developed to reflect the importance of that metric in determining that markets are open to competition. Critical Measures performance is scored against sliding scales based on the statistical score and the magnitude of the difference between wholesale service and the applicable standards. Special Provisions are scored against absolute standards of performance. Each of the scoring, weighting, and credit distribution processes is contained in Appendices A, B, C, E, and F.

(e) Self-executing aspects

Verizon RI will report its performance on the Rhode Island PAP on a monthly basis. Within 30 days of the close of the second month after the month in which performance is being reviewed, PAP credits will be processed for each CLEC. However, if a CLEC has received credits under an interconnection agreement for the same month's performance, in an amount greater than credits due under the PAP, no additional credit will be made. If the credits due under the Performance Assurance Plan exceed those received by the CLEC under an Interconnection Agreement for the same month's performance, only the difference will be issued. Overall, the total credits issued to a CLEC for a given month's performance will equal the higher of the amounts calculated under its Interconnection Agreement or the Performance Assurance Plan. See Section II. H. for further explanation. The Rhode Island PAP will go into effect the first day of the calendar month that Verizon RI enters the long distance market in Rhode Island.

3. Dollars at Risk

The structure of the Rhode Island PAP includes three credit categories: Mode of Entry, Critical Measures, and Special Provisions. Each category has a Rhode Island-specific credit schedule and cap that are presented in greater detail in the Appendices. The Rhode Island PAP contains a maximum dollar amount at risk. The total cap for Verizon RI is $21.974 million annually, which is made up of a Rhode Island PAP cap of $21.279 million and a CCAP cap of $0.695 million. The distribution of dollars is as follows:

	Dollars at Risk (millions)
Mode of Entry	$5.215
Doubling of MOE	$5.215
Critical Measures	$5.633
Special Provisions	
Flow Through	$0.695
Hot Cut Performance	$1.670

EDI	$1.252
Billing	$1.599
CCAP	$0.695
Verizon Rhode Island Total	$21.974

Conditions for doubling of the MOE dollars at risk are explained fully in Section II.C.2. In addition, there is an additional category for Special Provisions associated with ordering that provides for an additional $1.670 million, to be paid from the unused dollars at risk, if Verizon RI does not meet service standards and has not reached the cap level for MOE. If Verizon RI's performance results in payments that reach the overall monetary cap, the Commission, at its discretion, may open a proceeding to resolve the underlying service problem. The Commission retains the discretion to investigate extraordinary wholesale service performance issues and to take appropriate corrective action.

II. PROVISIONS OF THE PLAN

A. Measures, Methods of Analysis and Standards

1. Measures

The measures and standards in the Rhode Island PAP have been taken directly from the Guidelines for Carrier-to-Carrier (C2C) Performance Standards and Reports as filed with the Commission in Docket 3195 on September 15, 2000 and revised on February 16, 2001 and December 6, 2001, and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing and Network Performance.

2. Methods of Analysis

Verizon RI will use two interrelated methods to monitor wholesale performance to CLECs on the performance measurements. The first method is designed to measure Verizon RI's overall Section 271 performance in four categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; Unbundled Network Elements ("UNEs"); Interconnection (Trunks); and DSL. This is referred to as the Mode of Entry ("MOE") Measurements method, and a total of $5.215 million in annual bill credits, with potential for doubling per the provisions in Section II.C.2, will be available to CLECs if Verizon RI provides the maximum allowable unsatisfactory performance in all four MOE categories. (*See* Appendix A.) The MOE measurements provide a mechanism to measure the overall level of Verizon RI's service to the entire CLEC industry in the four areas.

The second method, referred to as the Critical Measures measurements, measures Verizon RI's performance in 12 critical areas, on both a CLEC-specific and a CLEC-aggregate basis. The Critical Measures, which are a subset of the measures included in the MOE segment are: (1) OSS Interface; (2) % On-Time Ordering Notification; (3) % Completed; (4a) % Missed

Appointment - VZ - Total - EEL; (4b) % Missed Appointments; (5) % Missed Appointments - VZ - No Dispatch - Platform; (6) Hot Cut Performance; (7) % On-Time Performance - UNE LNP; (8) Missed Repair Appointments, (9) Mean Time to Repair; (10) % Repeat Reports within 30 days, (11) Final Trunk Groups Blocked, (12) Collocation, and (13) Trouble Reports[1]. A total of $5.633 million in annual bill credits will be available to CLECs if Verizon RI provides the maximum allowable out of parity performance on all 13 Critical Measures. (*See* Appendix B.) The Critical Measures cover Verizon RI's service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service.

In addition, the Plan contains a "Special Provisions" segment that focuses on a number of measures that measure key aspects of Verizon RI's performance after it gains entry into the InterLATA long distance market. In order to assure that Verizon RI will provide satisfactory service in these key areas, *e.g.*, flow through, hot cuts and billing, $3.964 million is made available in addition to the $10.848 million available under the MOE and Critical Measures for bill credits for these measures. Special Provision measures for flow through also have $695,000 available to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. In addition, $1.670 million will be available for certain UNE ordering measures, to be paid from the unused dollars at risk, if Verizon RI does not meet service standards and has not reached the cap level for MOE. (*See* Section II.E. *infra*.)

[1] Incentive amounts for Critical Measure (13) Trouble Reports will be paid from MOE dollars only when MOE doubling is not triggered in the same time period.

3. Standards

Each measure will be evaluated according to one of two standards. For the measures where a Verizon RI retail analog exists, a "parity" standard will be applied.[2] For those measures where no retail analogs are available, an absolute standard has been specified as a surrogate to determine whether Verizon RI is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

B. Distribution Of The MOE and Critical Measures Credits

1. Distribution of Bill Credits

Annual bill credits totaling $5.215 million are attributed to the MOE measures and are distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (*See* Appendix A.) An analogous principle has been applied to the $5.633 million associated with Critical Measures bill credits. (*See* Appendix B.)

2. Reallocation of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

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[2] The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

C. MOE Scoring And Bill Credit Calculations

1. Scoring

The measures and standards for the MOE measurements have been placed into four categories: Resale, UNE, Interconnection (Trunks) and DSL. Since the 1996 Act requires that Verizon RI provide interconnection "that is at least equal in quality" to that provided to itself, and "nondiscriminatory access" to unbundled elements, each month Verizon RI will apply statistical tests, which are described in Appendix D, to Verizon RI and CLEC performance data to develop z scores, t scores or equivalent permutation scores for the measures.[3] These statistical scores will be converted into a performance score for each MOE measure as follows:

Statistical Score	Performance Score
Z <= -1.645	-2
-1.645 < Z <= -0.8225	-1
-0.8225 < Z	0

For small sample sizes of measures with a parity standard, the Permutation Test will be applied to obtain the statistical scores, which will be converted into a performance score. (*See* Appendix D.) For small sample sizes of measures with an absolute standard of 95%, a small sample size table will be applied to obtain the performance scores. Measures with absolute standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (*See* Appendix C.)

[3] The statistical methodologies set forth in Appendix D were taken from the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

Thus, for each of the measures within the four MOE categories, Verizon RI's performance will be graded 0, -1, or -2. Each measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the next two months. Should Verizon RI maintain a performance score of 0 for the next two months, then the score in the original month will be changed from -1 to 0. The 0 would then be used in conjunction with all of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon performance in subsequent months. The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (*See* Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then be aggregated (averaged) by each MOE category (Resale, UNE, Interconnection and DSL), producing an overall weighted score for each of the four categories.

2. Bill Credit Calculations

If Verizon RI's overall (aggregate) performance score in the four categories falls below a minimum score in any given month, wholesale price reductions in the form of bill credits will be implemented and remain in effect for one month.[4] If an overall score falls to the maximum score or below, the maximum wholesale price reduction will be implemented. Scores between the minimum and maximum scores will also be entitled to credits pursuant to a credit table for each MOE category. Credit Tables with the range of scores between the minimum and maximum and the applicable rates appear in Appendix A. The bill credits payable to the CLECs will be determined each month by dividing the amount from the table in Appendix A by the actual

[4] The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a 95% certainty that parity does not exist.

monthly volumes of the CLEC units in service. The measurement units for each of the MOEs is as follows:

1. UNE – Lines in service at end of month;
2. Resale – Lines in service at end of month;
3. Interconnection (Trunks) – Minutes of use in month; and
4. DSL – Lines in service at end of month.[5]

The maximum scores represent the maximum allowable out of parity condition. The minimum and maximum performance scores and the start point percentages are as follows:

	Minimum Market Adj	Maximum Market Adj	% Market Adj at Minimum[6]
UNE	-.17129	-.67000	20%
Resale	-.16922	-.67000	20%
Interconnection	-.31909	-1.00000	20%
DSL[7]	-.19705	-0.67000	20%

If an aggregate MOE score is less than one half the difference (*i.e.*, below the midpoint) between the minimum and maximum scores in any one of the four MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are

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[5] For the purpose of the Plan:
1. Lines in service for UNE means UNE-Platform lines, all types of loops and IOF.
2. Lines in service for Resale means Resale lines plus circuits.
3. Trunks – minutes of use per month.
4. Lines in service for DSL means DSL UNE loops and line shared loops.

[6] The "% Market Adj At Minimum" indicates the amount of monthly bill credits that will be due to CLECs if Verizon RI trips the minimum score. For example, if Verizon RI were to score -.173 on the UNE MOE in a month, 20% of the $260,750 monthly amount would be due. (*See* Appendix A.)

[7] The minimum and maximum market adjustment scores above for DSL have been calculated assuming PR-3-03 to be an absolute measure. However, if the provisioning interval for line sharing to CLECs is better than the absolute standard, PR-3-03 would be scored as a parity measure, and the scores would range from -0.22082 to -0.67000.

delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon RI achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures, (*i.e.*, Pre-Order Ordering, Provisioning, and Maintenance and Repair)[8] that are included in the UNE , Resale and DSL MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the UNE, Resale and DSL MOEs. The same rule will apply to the Pre-Ordering Domain, except that the clustering overlay would be effective if all Pre-Ordering response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring And Bill Credit Calculations

1. Scoring

Verizon RI's performance in 13 measurement categories is critical to the CLECs' ability to compete in the Rhode Island local exchange market. Should Verizon RI performance miss the

[8] The domains do not include billing.

applicable performance standards for even *one* of these 13 categories, eligible CLECs will be entitled to bill credits. (*See* Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.[9]

2. Bill Credit Calculations

For each Critical Measure, Verizon RI's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or below ("sub-standard performance"),[10] 50% of the maximum bill credits for that measure will be payable to eligible CLECs. The eligible CLECs are all those CLECs that received Sub-Standard Performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive sub-standard performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").[11]

Bill credits will increase by ten incremental amounts for performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645. The amounts payable to each CLEC will be in direct proportion to the amount of service that CLEC receives from Verizon RI compared to

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[9] To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

[10] The Permutations Test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

[11] If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with sub-standard performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive Bill Credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the Critical Measure.

the other CLECs who received sub-standard performance pursuant to the critical measure. For example, under Critical Measure No. 10, % Repeat Reports within 30 days, the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received sub-standard performance.[12] If a score falls to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E. Special Provisions

A number of key measures have been identified that measure aspects of Verizon RI's performance on service quality items that are viewed as essential for CLECs during the first year after Verizon RI's entry in the InterLATA market. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

1. Flow Through Measures For UNEs

Verizon RI will make an additional $695,000 available for potential bill credits, which will be paid on a quarterly basis, for the following flow through UNE metrics measured on a cumulative quarterly basis: OR-5-01 "% Flow Through - Total" and OR-5-03 "% Flow Through Achieved." These bill credits for flow through can double to a total of $1,390,000 with the additional $695,000 to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. A performance standard of 80% will apply to OR-5-01, and a performance standard of 95% will apply to OR-5-03. If at the end of any quarter Verizon RI has

[12] For Collocation – bill credits distribution will be determined by the cages completed during month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

not achieved one of these two performance standards, it will distribute $173,750 in bill credits. The first point of assessment will be upon Verizon RI's entry into the interLATA market, and any bill credits due under this section will be distributed at that point based upon performance during the three calendar months preceding entry into the interLATA market. The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC's lines in service.[13] The scoring methodology for this measure is set forth in more detail in Appendix H.

2. UNE Ordering Performance

An additional $139,166 per month, or $1.670 million annually, will be made available for bill credits for four non-flow through UNE performance measures:

OR-1-04 % On Time LSRC < 10 lines (Electronic) – POTS
OR-1-06 % On Time LSRC ≥ 10 lines (Electronic) – POTS
OR-2-04 % On Time LSR Reject < 10 lines (Electronic) – POTS
OR-2-06 % On Time LSR Reject ≥ 10 lines (Electronic) – POTS

Funding for these additional bill credits will come from any unused funds in a month or the six prior months. $34,791 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC's lines in service if performance is less than 90% on the respective measures. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

3. Additional Hot Cut Performance Measures

An additional $1.670 million for bill credits will be made available for service quality related to two Hot Cut Performance Measures: PR-9-01 "Missed Appointment - % on Time

[13] Lines in service will equal:UNE-P, UNE Loops, IOF, and EEL Loops.

Performance - Hot Cut" and PR-6-02 "Installation Quality - % Installation Troubles Reported Within 7 Days." Bill credits will be paid under this section if either of two events occurs:

(a) If for any two consecutive months, Verizon RI fails to achieve either 90% on-time performance for Hot Cuts or scores greater than a 3.00% rate for installation troubles within 7 days for hot cuts, Verizon RI will distribute $69,583 in bill credits to the affected CLECs. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. If Verizon RI fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.

(b) If for any one month, Verizon RI fails to achieve 85% on-time performance for Hot Cuts or scores greater than a 4.00% rate for installation troubles within 7 days for hot cuts, Verizon RI will distribute $139,166 in bill credits to the affected CLECs for that month. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

4. Electronic Data Interchange Measures

In order to ensure that the Electronic Data Interchange ("EDI") between Verizon RI Operational Support Systems ("OSS") and the CLEC systems is providing non-discriminatory service, $1.252 million in additional funds will be made available for the measures described below.

a. % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days

The new measure is defined as the percent of EDI missing notifier trouble ticket PONs cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for the EDI missing notifiers (*i.e.*, order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONs in questions enumerated with the appropriate identification. The ticket is considered cleared

when Verizon RI has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 P.M. and trouble ticket clearances sent after 5 P.M. will be considered effective on the following business day. Performance shall be reported for the week in which the trouble ticket was received. This measure has a standard of 90% and $69,555 in additional bill credits are available per month for CLECs if this is not satisfied. In addition, this measure is subject to the requirement that no more than 5% of the orders resubmitted by CLECs at Verizon RI's request are rejected as duplicates. Verizon RI must satisfy both standards to avoid the payment of bill credits. (*See* Appendix H.)

b. % SOP To Bill Completion Notice("BCN") Within 3 Business Days

This measure is defined as the percent of orders provisioning complete in Verizon RI's Service Order Processor ("SOP") that have BCN notices within 3 business days. The source of this information is the DCAS PON Master File. The start time is when physical completion of the order has been entered into SOP. The end time is when the BCN is time stamped in DCAS. $34,777 in additional bill credits will be available for this measure. (*See* Appendix H.)

5. Billing Claims Measures

An additional $133,250 per month, or $1.599 million annually, will be made available for bill credits for two billing performance measures, "% CLEC Billing Claims acknowledged within 2 business days" and "% CLEC Billing Claims resolved within 28 calendar days after acknowledgement".

Bill credits in the amount of $133,250 will be distributed under this section to all CLECs with activity in these metrics based on the CLEC's lines in service if performance is less than 95% on either of the measures. These credits will be distributed in the same manner as the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

F. The Change Control Assurance Plan

A total of $695,000 will be placed at risk for the Change Control Process for those CLECs operating in Rhode Island. The credits will be made available using the same methodology used in New York. The Change Control process that is currently in place is common to systems in Rhode Island and New York. The proposed CCAP is attached in Appendix I and is consistent with the CCAP currently effective in New York.

G. Monthly Reports

In order to ensure that there is timely information regarding Verizon RI's performance, Verizon RI will report its performance on a monthly basis. Each month following Verizon's entry into long distance in Rhode Island, a 9-page report will be made available to all CLECs providing service in Rhode Island.

A sample copy of the report appears in Appendix G. The first four pages will provide information regarding the MOE measures and will include:

1. Verizon RI actual performance to its retail customers where such measures exist and to CLECs for each metric;

2. The number of observations for Verizon RI and the CLECs for each measure (where applicable);

3. The Verizon RI standard deviation (where applicable);

4. The sampling error (where applicable);

5. The appropriate statistical scores (where applicable)[14] or the difference between Verizon RI's and the CLECs' actual performance on the measure (where applicable);

6. A performance score for each measure;

7. The weight for each measure;

8. The weighted performance score; and

9. An aggregation of the performance scores, weighted performance scores, and aggregate bill credits[15], if any, due under each MOE.

The fifth page will list the Critical Measures and the bill credits, if any, that are due for these measures on an aggregate CLEC basis. The sixth page will include Special Provisions. The seventh page will include a summary of the CCAP measures and the bill credits due, if any. The eighth page will provide a summary of the total bill credits, if any, due the CLEC industry. The ninth page will provide the amount, if any, due to the individual CLEC for the MOE and

[14] A Permutations Test will be applied to small sample sizes to obtain a probability. The probability will be converted to a Z or t score, which in turn will be converted to a performance score as described in the Guidelines and Appendix D.

[15] Bill credit information will be provided and processed quarterly.

Critical Measures.[16] The monthly report will be provided within 27 days of the end of each month following Verizon's entry into the long distance market in Rhode Island.

Verizon RI will provide a separate report on all measures that have been established in the Rhode Island C2C proceeding (Docket 3195), allowing for future additions, deletions and other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon RI will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail. The C2C reports will be made available to any CLEC requesting the reports.

H. Bill Credits Payment

Under the Rhode Island PAP, a CLEC that is currently being provided with performance reports and credits under an interconnection agreement will receive the higher of the credits calculated under the two plans for a given month's performance.

Should Verizon RI's performance not meet the standards set forth above for the MOE and Critical Measure measurements, CLECs will receive bill credits for those MOE categories or Critical Measures scores that fall below the respective minimum levels. Due to the offset provision for non-compliant measures with performance scores of –1 in the Rhode Island PAP, final performance results under the Rhode Island PAP cannot be determined until after the close of the second month after the month under review (e.g. January Rhode Island PAP results can be finalized based on March performance and reported in April) . If the monthly credit amounts due under the Rhode Island PAP exceed those provided under an interconnection agreement for the same month's performance, the additional credit amounts will be made within 30 days of the close of the second month after the month under review.

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[16] The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon RI's TISOC Website after the Plan becomes effective.

If the total credits due under the Rhode Island PAP do not exceed those provided under an interconnection agreement, no additional credits will be issued.

If the bill credits exceed the balance due Verizon RI on the CLEC's bill, the net balance will be carried as a credit on to the CLEC's next month's bill.

Verizon RI will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon RI and have no outstanding bill balance. If a CLEC has a balance due to Verizon RI, a check will be issued only in the amounts by which outstanding bill credits exceed any balance due from the CLEC.

I. Term Of Performance Assurance Plan

The plan will become effective the first day of the calendar month Verizon RI first enters the RI interLATA market and the Commission will reevaluate the appropriateness of the Plan when Verizon RI eliminates its Section 272 Long Distance affiliate. Until such time as a replacement mechanism is developed or the Plan is rescinded, the Plan will remain in effect, as it may be modified from time to time by the Commission.

J. Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond Verizon RI's control, Verizon RI may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing an exception relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, Verizon RI will bring such behavior to the

attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include:

1. poor order quality, such as missing codes, incorrect codes or misspelled directory listings;
2. actions that cause excessive missed appointments, such as wrong addresses, wrong due dates or offered intervals shorter than the standard interval;
3. actions resulting in excessive multiple dispatch and repeat reports, such as incorrect dispatch information or inadequate testing by a CLEC;
4. inappropriate coding on orders, such as where extended due dates are desired and are not coded as such;
5. delays in rescheduling appointments when Verizon RI has missed an appointment.

If such action negatively influences Verizon RI's performance on any metric, Verizon RI will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused Verizon RI to miss the service quality target. Verizon RI's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any Verizon RI petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing a waiver relates to situations beyond Verizon RI's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be

achieved during periods of emergency, catastrophe, natural disaster, severe storms, work stoppage, or other events beyond Verizon RI's control.

Verizon RI may petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if Verizon RI's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which Verizon RI's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on Verizon RI's service quality, why Verizon RI's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

K. Annual Review, Updates And Audits

1. Annual Review, Updates and Audits

Each year the Commission and Verizon RI may review and/or audit the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, the Commission and Verizon RI can determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the four MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified.[17] All aspects of the Plan, however, will be subject to review. The annual review process may be initiated no more than six months before the anniversary date of Verizon RI's entry into the long distance market pursuant to Section 271. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

[17] In particular, during the first annual review, the methodology used to calculate amounts due to CLECs under the Individual Rule for bill credits under the Critical Measures category will be analyzed to determine whether the rule provides for an appropriate distribution of bill credits.

2. Changes to the New York and Massachusetts Plans

Modifications ordered to the PAPs in New York or Massachusetts will be filed with the Rhode Island Commission within 10 days of the compliance filings in New York and Massachusetts[18] for review and inclusion in the Rhode Island Plan upon the Commission's approval.

[18] If the Massachusetts compliance filing includes the same changes as those in New York, Verizon RI will make only one compliance filing in Rhode Island

PERFORMANCE ASSURANCE PLAN

VERIZON RHODE ISLAND

~~August 30~~December 6, 2001

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PERFORMANCE ASSURANCE PLAN

I. INTRODUCTION

The Rhode Island Performance Assurance Plan ("Rhode Island PAP") is a self-executing remedy plan that will ensure Verizon Rhode Island ("Verizon RI") continues to provide quality wholesale services to competitive carriers after Verizon RI has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. The Rhode Island PAP is based on the New York PAP and Guidelines. The Change Control Assurance Plan ("CCAP") contained in Appendix I is also consistent with the New York Plan.

A. The Rhode Island PAP

The Rhode Island PAP has three major components: (1) the metrics used to report performance; (2) the methodology used to determine billing credits, including service segmentation, scoring method, and other rules described in the plan document; and (3) the dollars at risk. Each of these components is summarized below and is discussed in more detail in the following sections and Appendices.

1. Measures and Standards

The Rhode Island PAP utilizes the standards and measures set forth in the New York Carrier-to-Carrier Guidelines ("C2C"). The C2C measures include hundreds of individual data points that track and report on performance. Some metrics are compared with analogous Verizon retail services to ensure parity of service and others, where no retail analog exists, are reviewed on the basis of absolute standards. As in New York, where a subset of the C2C measures were selected for inclusion in the PAP, the Rhode Island PAP incorporates the same C2C measures and standards.

2. Methodology

(a) Service Segmentation

The Rhode Island PAP includes three service segmentations: Mode of Entry ("MOE"), Critical Measures, and Special Provisions.

The MOE segment measures the overall level of service on an industry-wide basis for each method or mode by which carriers can enter the local exchange market under the Telecommunications Act of 1996, *i.e.* resale, unbundled network elements, interconnection trunks and DSL. Any bill credits[1] generated in any one of these modes are allocated to competitors purchasing those types of services. The MOE component of the Rhode Island PAP is fully described in Section II.C. and in Appendices A and E.

The Critical Measures component measures performance in 13~~2~~ critical areas that have been identified as most important to the provision of quality service. The Critical Measures are a subset of the measures included in the MOE segment. Additional bill credits will be provided for performance on these measures that fail to meet the standards. This segment provides a mechanism to assure that carriers are receiving non-discriminatory service on an individual basis. The complete list of Critical Measures is enumerated in Appendix B and scoring/credit calculations are in Appendix F.

The Special Provisions segment focuses on a number of measures that are viewed as measuring key aspects of Verizon RI's performance. This segment establishes targets that Verizon RI must achieve for flow-through, order processing, hot-cuts, Local Service Request confirmations, ~~and~~ reject notices, and billing claims. Verizon RI will provide bill credits to those

[1] Checks will be issued to CLECs instead of "bill credits" here and throughout this plan pursuant to the Commission order until Verizon has updated its New England billing system to conform with New York, at which time Verizon may request the Commission revisit the issue of bill credits.

carriers who received service below target levels. The Special Provisions measures are described in Section II.E. and Appendix H.

(b) Change Control Assurance

Verizon is also subject to a separate Change Control Assurance Plan ("CCAP"). Change Control is designed to measure Verizon's performance in implementing revisions to OSS interfaces and business rules that affect CLECs. The Change Control process is common to carriers operating in Rhode Island and New York. Under the Change Control Assurance Plan, $695,000 in bill credits will be available to all CLECs in Rhode Island for unsatisfactory performance on four Change Control metrics. Change Control credits are described in Section II. B.2.

(c) Statistical Test

The Rhode Island PAP uses statistical methodologies as one means to determine if "parity" exists between Verizon RI's wholesale and retail performance. For measures where parity is the standard and a sufficient sample size exists, a "modified z statistic" is used. The statistical methodology is described in Appendix D.

(d) Scoring

Each of the measures within the MOE segment is graded with a 0, -1, or -2 based on the statistical analysis and the magnitude of the z-statistic for the month. The performance score for each metric is then weighted. These weights were developed to reflect the importance of that metric in determining that markets are open to competition. Critical Measures performance is scored against sliding scales based on the statistical score and the magnitude of the difference between wholesale service and the applicable standards. Special Provisions are scored against absolute standards of performance. Each of the scoring, weighting, and credit distribution processes is contained in Appendices A, B, C, E, and F.

(e) Self-executing aspects

Verizon RI will report its performance on the Rhode Island PAP on a monthly basis. Within 30 days of the close of the second month after the month in which performance is being reviewed, PAP credits will be processed for each CLEC. However, if a CLEC has received credits under an interconnection agreement for the same month's performance, in an amount greater than credits due under the PAP, no additional credit will be made. If the credits due under the Performance Assurance Plan exceed those received by the CLEC under an Interconnection Agreement for the same month's performance, only the difference will be issued. Overall, the total credits issued to a CLEC for a given month's performance will equal the higher of the amounts calculated under its Interconnection Agreement or the Performance Assurance Plan. See Section II. H. for further explanation. ~~The plan will become effective the first full calendar month following~~ The Rhode Island PAP will go into effect the first day of the calendar month that Verizon RI~~'s~~ enters~~y~~ ~~into~~ the long distance market in Rhode Island.

3. Dollars at Risk

The structure of the Rhode Island PAP includes three credit categories: Mode of Entry, Critical Measures, and Special Provisions. Each category has a Rhode Island-specific credit schedule and cap that are presented in greater detail in the Appendices. The Rhode Island PAP contains a maximum dollar amount at risk. The total cap for Verizon RI is $21.974~~0.375~~ million annually, which is made up of a Rhode Island PAP cap of $21.279~~19.680~~ million and a CCAP cap of $0.695 million. The distribution of dollars is as follows:

	Dollars at Risk (millions)
Mode of Entry	$5.215
Doubling of MOE	$5.215
Critical Measures	$5.633
Special Provisions	
Flow Through	$0.695

Hot Cut Performance	$1.670
EDI	$1.252
Billing	$1.599
CCAP	$0.695
Verizon Rhode Island Total	$21.974~~0.375~~

Conditions for doubling of the MOE dollars at risk are explained fully in Section II.C.2. In addition, there is an additional category for Special Provisions associated with ordering that provides for an additional $1.670 million, to be paid from the unused~~MOE~~ dollars at risk, if Verizon RI does not meet service standards and has not reached the cap level for MOE. If Verizon RI's performance results in payments that reach the overall monetary cap, the Commission, at its discretion, may open a proceeding to resolve the underlying service problem. The Commission retains the discretion to investigate extraordinary wholesale service performance issues and to take appropriate corrective action.

II. PROVISIONS OF THE PLAN

A. Measures, Methods of Analysis and Standards

1. Measures

The measures and standards in the Rhode Island PAP have been taken directly from the Guidelines for Carrier-to-Carrier (C2C) Performance Standards and Reports as filed with the Commission in Docket 3195 on September 15, 2000 and revised on February 16~~5~~, 2001 and December 6, 2001, and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing and Network Performance.

2. Methods of Analysis

Verizon RI will use two interrelated methods to monitor wholesale performance to CLECs on the performance measurements. The first method is designed to measure Verizon RI's overall Section 271 performance in four categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; Unbundled Network Elements ("UNEs"); Interconnection (Trunks); and DSL. This is referred to as the Mode of Entry ("MOE") Measurements method, and a total of $5.215 million in annual bill credits, with potential for doubling per the provisions in Section II.C.2, will be available to CLECs if Verizon RI provides the maximum allowable unsatisfactory performance in all four MOE categories. (*See* Appendix A.) The MOE measurements provide a mechanism to measure the overall level of Verizon RI's service to the entire CLEC industry in the four areas.

The second method, referred to as the Critical Measures measurements, measures Verizon RI's performance in 12 critical areas, on both a CLEC-specific and a CLEC-aggregate basis. The Critical Measures, which are a subset of the measures included in the MOE segment are: (1) OSS Interface; (2) % On-Time Ordering Notification; (3) % Completed; (4a) % Missed

Appointment - VZ - Total - EEL; (4b) % Missed Appointments; (5) % Missed Appointments - VZ - No Dispatch - Platform; (6) Hot Cut Performance; (7) % On-Time Performance - UNE LNP; (8) Missed Repair Appointments, (9) Mean Time to Repair; (10) % Repeat Reports within 30 days, (11) Final Trunk Groups Blocked, ~~and~~ (12) Collocation, and (13) Trouble Reports[1]. A total of $5.633 million in annual bill credits will be available to CLECs if Verizon RI provides the maximum allowable out of parity performance on all 13~~2~~ Critical Measures. (*See* Appendix B.) The Critical Measures cover Verizon RI's service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service.

In addition, the Plan contains a "Special Provisions" segment that focuses on a number of measures that measure key aspects of Verizon RI's performance after it gains entry into the InterLATA long distance market. In order to assure that Verizon RI will provide satisfactory service in these key areas, *e.g.*, flow through, ~~and~~ hot cuts and billing, $3.964~~2.365~~ million is made available in addition to the $10.848 million available under the MOE and Critical Measures for bill credits for these measures. Special Provision measures for flow through also have $695,000 available to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. In addition, $1.670 million will be available for certain UNE ordering measures, to be paid from the unused~~MOE~~ dollars at risk, if Verizon RI does not meet service standards and has not reached the cap level for MOE. (*See* Section II.E. *infra.*)

[1] Incentive amounts for Critical Measure (13) Trouble Reports will be paid from MOE dollars only when MOE doubling is not triggered in the same time period.

3. Standards

Each measure will be evaluated according to one of two standards. For the measures where a Verizon RI retail analog exists, a "parity" standard will be applied.[2] For those measures where no retail analogs are available, an absolute standard has been specified as a surrogate to determine whether Verizon RI is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

B. Distribution Of The MOE and Critical Measures Credits

1. Distribution of Bill Credits

Annual bill credits totaling $5.215 million are attributed to the MOE measures and are distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (*See* Appendix A.) An analogous principle has been applied to the $5.633 million associated with Critical Measures bill credits. (*See* Appendix B.)

2. Reallocation of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

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[2] The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

C. MOE Scoring And Bill Credit Calculations

1. Scoring

The measures and standards for the MOE measurements have been placed into four categories: Resale, UNE, Interconnection (Trunks) and DSL. Since the 1996 Act requires that Verizon RI provide interconnection "that is at least equal in quality" to that provided to itself, and "nondiscriminatory access" to unbundled elements, each month Verizon RI will apply statistical tests, which are described in Appendix D, to Verizon RI and CLEC performance data to develop z scores, t scores or equivalent permutation scores for the measures.[3] These statistical scores will be converted into a performance score for each MOE measure as follows:

Statistical Score	Performance Score
Z <= -1.645	-2
-1.645 < Z <= -0.8225	-1
-0.8225 < Z	0

For small sample sizes of measures with a parity standard, the Permutation Test will be applied to obtain the statistical scores, which will be converted into a performance score. (*See* Appendix D.) For small sample sizes of measures with an absolute standard of 95%, a small sample size table will be applied to obtain the performance scores. Measures with absolute standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (*See* Appendix C.)

[3] The statistical methodologies set forth in Appendix D were taken from the New York State Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

Thus, for each of the measures within the four MOE categories, Verizon RI's performance will be graded 0, -1, or -2. Each measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the next two months. Should Verizon RI maintain a performance score of 0 for the next two months, then the score in the original month will be changed from -1 to 0. The 0 would then be used in conjunction with all of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon performance in subsequent months. The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (*See* Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then be aggregated (averaged) by each MOE category (Resale, UNE, Interconnection and DSL), producing an overall weighted score for each of the four categories.

2. Bill Credit Calculations

If Verizon RI's overall (aggregate) performance score in the four categories falls below a minimum score in any given month, wholesale price reductions in the form of bill credits will be implemented and remain in effect for one month.[4] If an overall score falls to the maximum score or below, the maximum wholesale price reduction will be implemented. Scores between the minimum and maximum scores will also be entitled to credits pursuant to a credit table for each MOE category. Credit Tables with the range of scores between the minimum and maximum and the applicable rates appear in Appendix A. The bill credits payable to the CLECs will be determined each month by dividing the amount from the table in Appendix A by the actual

[4] The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a 95% certainty that parity does not exist.

monthly volumes of the CLEC units in service. The measurement units for each of the MOEs is as follows:

1. UNE – Lines in service at end of month;
2. Resale – Lines in service at end of month;
3. Interconnection (Trunks) – Minutes of use in month; and
4. DSL – Lines in service at end of month.[5]

The maximum scores represent the maximum allowable out of parity condition. The minimum and maximum performance scores and the start point percentages are as follows:

	Minimum Market Adj	Maximum Market Adj	% Market Adj at Minimum[6]
UNE	-.17129	-.67000	20%
Resale	-.16922	-.67000	20%
Interconnection	-.31909	-1.00000	20%
DSL[7]	-.19705	-0.67000	20%

If an aggregate MOE score is less than one half the difference (*i.e.*, below the midpoint) between the minimum and maximum scores in any one of the four MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are

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[5] For the purpose of the Plan:
1. Lines in service for UNE means UNE-Platform lines, all types of loops and IOF.
2. Lines in service for Resale means Resale lines plus circuits.
3. Trunks – minutes of use per month.
4. Lines in service for DSL means DSL UNE loops and line shared loops.

[6] The "% Market Adj At Minimum" indicates the amount of monthly bill credits that will be due to CLECs if Verizon RI trips the minimum score. For example, if Verizon RI were to score -.173 on the UNE MOE in a month, 20% of the $260,750 monthly amount would be due. (*See* Appendix A.)

[7] The minimum and maximum market adjustment scores above for DSL have been calculated assuming PR-3-03 to be an absolute measure. However, if the provisioning interval for line sharing to CLECs is better than the absolute standard, PR-3-03 would be scored as a parity measure, and the scores would range from -0.22082 to -0.67000.

delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon RI achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures, (*i.e.*, Pre-Order Ordering, Provisioning, and Maintenance and Repair)[8] that are included in the UNE , Resale and DSL MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the UNE, Resale and DSL MOEs. The same rule will apply to the Pre-Ordering Domain, except that the clustering overlay would be effective if all Pre-Ordering response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring And Bill Credit Calculations

1. Scoring

Verizon RI's performance in 132 measurement categories is critical to the CLECs' ability to compete in the Rhode Island local exchange market. Should Verizon RI performance miss the

[8] The domains do not include billing.

applicable performance standards for even *one* of these 132 categories, eligible CLECs will be entitled to bill credits. (*See* Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.[9]

2. Bill Credit Calculations

For each Critical Measure, Verizon RI's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or below ("sub-standard performance"),[10] 50% of the maximum bill credits for that measure will be payable to eligible CLECs. The eligible CLECs are all those CLECs that received Sub-Standard Performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive sub-standard performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").[11]

Bill credits will increase by ten incremental amounts for performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645. The amounts payable to each CLEC will be in direct proportion to the amount of service that CLEC receives from Verizon RI compared to

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[9] To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

[10] The Permutations Test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

[11] If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with sub-standard performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive Bill Credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the Critical Measure.

the other CLECs who received sub-standard performance pursuant to the critical measure. For example, under Critical Measure No. 10, % Repeat Reports within 30 days, the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received sub-standard performance.[12] If a score falls to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E. Special Provisions

A number of key measures have been identified that measure aspects of Verizon RI's performance on service quality items that are viewed as essential for CLECs during the first year after Verizon RI's entry in the InterLATA market. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

1. Flow Through Measures For UNEs

Verizon RI will make an additional $695,000 available for potential bill credits, which will be paid on a quarterly basis, for the following flow through UNE metrics measured on a cumulative quarterly basis: OR-5-01 "% Flow Through - Total" and OR-5-03 "% Flow Through Achieved." These bill credits for flow through can double to a total of $1,390,000 with the additional $695,000 to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. -A performance standard of 80% will apply to OR-5-01, and a performance standard of 95% will apply to OR-5-03. If at the end of any quarter Verizon RI has

[12] For Collocation – bill credits distribution will be determined by the cages completed during month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

not achieved one of these two performance standards, it will distribute $173,750 in bill credits. The first point of assessment will be upon Verizon RI's entry into the interLATA market, and any bill credits due under this section will be distributed at that point based upon performance during the three calendar months preceding entry into the interLATA market. ~~Any bill credits due under this section will be calculated based upon quarterly performance beginning with the first three calendar months after the effective date of this plan.~~ The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC's lines in service.[13] The scoring methodology for this measure is set forth in more detail in Appendix H.

2. UNE Ordering Performance

An additional $139,166 per month, or $1.670 million annually, will be made available for bill credits for four non-flow through UNE performance measures:

OR-1-04 % On Time LSRC < 10 lines (Electronic) – POTS
OR-1-06 % On Time LSRC ≥ 10 lines (Electronic) – POTS
OR-2-04 % On Time LSR Reject < 10 lines (Electronic) – POTS
OR-2-06 % On Time LSR Reject ≥ 10 lines (Electronic) – POTS

Funding for these additional bill credits will come from any unused funds in a month or the six prior months. $34,791 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC's lines in service if performance is less than 90% on the respective measures. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

3. Additional Hot Cut Performance Measures

An additional $1.670 million for bill credits will be made available for service quality related to two Hot Cut Performance Measures: PR-9-01 "Missed Appointment - % on Time

[13] Lines in service will equal:UNE-P, UNE Loops, IOF, and EEL Loops.

Performance - Hot Cut" and PR-6-02 "Installation Quality - % Installation Troubles Reported Within 7 Days." Bill credits will be paid under this section if either of two events occurs:

(a) If for any two consecutive months, Verizon RI fails to achieve either 90% on-time performance for Hot Cuts or scores greater than a 3.00% rate for installation troubles within 7 days for hot cuts, Verizon RI will distribute $69,583 in bill credits to the affected CLECs. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. If Verizon RI fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.

(b) If for any one month, Verizon RI fails to achieve 85% on-time performance for Hot Cuts or scores greater than a 4.00% rate for installation troubles within 7 days for hot cuts, Verizon RI will distribute $139,166 in bill credits to the affected CLECs for that month. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

4. Electronic Data Interchange Measures

In order to ensure that the Electronic Data Interchange ("EDI") between Verizon RI Operational Support Systems ("OSS") and the CLEC systems is providing non-discriminatory service, $1.252 million in additional funds will be made available for the measures described below.

a. % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days

The new measure is defined as the percent of EDI missing notifier trouble ticket PONs cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for the EDI missing notifiers (*i.e.*, order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONs in questions enumerated with the appropriate identification. The ticket is considered cleared

when Verizon RI has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 P.M. and trouble ticket clearances sent after 5 P.M. will be considered effective on the following business day. Performance shall be reported for the week in which the trouble ticket was received. This measure has a standard of 90% and $69,555 in additional bill credits are available per month for CLECs if this is not satisfied. In addition, this measure is subject to the requirement that no more than 5% of the orders resubmitted by CLECs at Verizon RI's request are rejected as duplicates. Verizon RI must satisfy both standards to avoid the payment of bill credits. (*See* Appendix H.)

b. % SOP To Bill Completion Notice("BCN") Within 3 Business Days

This measure is defined as the percent of orders provisioning complete in Verizon RI's Service Order Processor ("SOP") that have BCN notices within 3 business days. The source of this information is the DCAS PON Master File. The start time is when physical completion of the order has been entered into SOP. The end time is when the BCN is time stamped in DCAS. $34,777 in additional bill credits will be available for this measure. (*See* Appendix H.)

5. Billing Claims Measures

An additional $133,250 per month, or $1.599 million annually, will be made available for bill credits for two billing performance measures, "% CLEC Billing Claims acknowledged within 2 business days" and "% CLEC Billing Claims resolved within 28 calendar days after acknowledgement".

Bill credits in the amount of $133,250 will be distributed under this section to all CLECs with activity in these metrics based on the CLEC's lines in service if performance is less than 95% on either of the measures. These credits will be distributed in the same manner as the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

F. The Change Control Assurance Plan

A total of $695,000 will be placed at risk for the Change Control Process for those CLECs operating in Rhode Island. The credits will be made available using the same methodology used in New York. The Change Control process that is currently in place is common to systems in Rhode Island and New York. The proposed CCAP is attached in Appendix I and is consistent with -the CCAP currently effective in New York.

G. Monthly Reports

In order to ensure that there is timely information regarding Verizon RI's performance, Verizon RI will report its performance on a monthly basis. Each month following Verizon's entry into long distance in Rhode Island, a 9-page report will be made available to all CLECs providing service in Rhode Island.

A sample copy of the report appears in Appendix G. The first four pages will provide information regarding the MOE measures and will include:

1. Verizon RI actual performance to its retail customers where such measures exist and to CLECs for each metric;

2. The number of observations for Verizon RI and the CLECs for each measure (where applicable);

3. The Verizon RI standard deviation (where applicable);

4. The sampling error (where applicable);

5. The appropriate statistical scores (where applicable)[14] or the difference between Verizon RI's and the CLECs' actual performance on the measure (where applicable);

6. A performance score for each measure;

7. The weight for each measure;

8. The weighted performance score; and

9. An aggregation of the performance scores, weighted performance scores, and aggregate bill credits[15], if any, due under each MOE.

The fifth page will list the Critical Measures and the bill credits, if any, that are due for these measures on an aggregate CLEC basis. The sixth page will include Special Provisions. The seventh page will include a summary of the CCAP measures and the bill credits due, if any. The eighth page will provide a summary of the total bill credits, if any, due the CLEC industry. The ninth page will provide the amount, if any, due to the individual CLEC for the MOE and

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[14] A Permutations Test will be applied to small sample sizes to obtain a probability. The probability will be converted to a Z or t score, which in turn will be converted to a performance score as described in the Guidelines and Appendix D.

[15] Bill credit information will be provided and processed quarterly.

Critical Measures.[16] The monthly report will be provided within 27 days of the end of each month following Verizon's entry into the long distance market in Rhode Island.

Verizon RI will provide a separate report on all measures that ~~will~~ have been established in the Rhode Island C2C proceeding (Docket 3195), allowing for future additions, deletions and other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon RI will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail. The C2C reports will be made available to any CLEC requesting the reports.

H. Bill Credits Payment

Under the Rhode Island PAP, a CLEC that is currently being provided with performance reports and credits under an interconnection agreement will receive the higher of the credits calculated under the two plans for a given month's performance.

Should Verizon RI's performance not meet the standards set forth above for the MOE and Critical Measure measurements, CLECs will receive bill credits for those MOE categories or Critical Measures scores that fall below the respective minimum levels. Due to the offset provision for non-compliant measures with performance scores of –1 in the Rhode Island PAP, final performance results under the Rhode Island PAP cannot be determined until after the close of the second month after the month under review (e.g. January Rhode Island PAP results can be finalized based on March performance and reported in April) . If the monthly credit amounts due under the Rhode Island PAP exceed those provided under an interconnection agreement for the same month's performance, the additional credit amounts will be made within 30 days of the close of the second month after the month under review.

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[16] The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon RI's TISOC Website after the Plan becomes effective.

If the total credits due under the Rhode Island PAP do not exceed those provided under an interconnection agreement, no additional credits will be issued.

If the bill credits exceed the balance due Verizon RI on the CLEC's bill, the net balance will be carried as a credit on to the CLEC's next month's bill.

Verizon RI will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon RI and have no outstanding bill balance. If a CLEC has a balance due to Verizon RI, a check will be issued only in the amounts by which outstanding bill credits exceed any balance due from the CLEC.

I. Term Of Performance Assurance Plan

The plan will become effective the first day of the calendar month Verizon RI ~~first full calendar month following Verizon RI's~~ first entersy ~~into~~ the RI interLATA market and the Commission will reevaluate the appropriateness of the Plan when Verizon RI eliminates its Section 272 Long Distance affiliate. Until such time as a replacement mechanism is developed or the Plan is rescinded, the Plan will remain in effect, as it may be modified from time to time by the Commission.

J. Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond Verizon RI's control, Verizon RI may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing an exception relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, Verizon RI will bring such behavior to the

attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include:

1. poor order quality, such as missing codes, incorrect codes or misspelled directory listings;
2. actions that cause excessive missed appointments, such as wrong addresses, wrong due dates or offered intervals shorter than the standard interval;
3. actions resulting in excessive multiple dispatch and repeat reports, such as incorrect dispatch information or inadequate testing by a CLEC;
4. inappropriate coding on orders, such as where extended due dates are desired and are not coded as such;
5. delays in rescheduling appointments when Verizon RI has missed an appointment.

If such action negatively influences Verizon RI's performance on any metric, Verizon RI will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused Verizon RI to miss the service quality target. Verizon RI's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any Verizon RI petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing a waiver relates to situations beyond Verizon RI's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be

achieved during periods of emergency, catastrophe, natural disaster, severe storms, work stoppage, or other events beyond Verizon RI's control.

Verizon RI may petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if Verizon RI's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which Verizon RI's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on Verizon RI's service quality, why Verizon RI's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

K. Annual Review, Updates And Audits

1. Annual Review, Updates and Audits

Each year the Commission and Verizon RI may review and/or audit the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, the Commission and Verizon RI can determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the four MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified.[17] All aspects of the Plan, however, will be subject to review. The annual review process may be initiated no more than six months before the anniversary date of Verizon RI's entry into the long distance market pursuant to Section 271. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

[17] In particular, during the first annual review, the methodology used to calculate amounts due to CLECs under the Individual Rule for bill credits under the Critical Measures category will be analyzed to determine whether the rule provides for an appropriate distribution of bill credits.

2. Changes to the New York and Massachusetts Plans

~~Changes~~Modifications ordered to the PAPs in New York ~~Plan~~ or Massachusetts ~~adopted by the New York PSC~~ will be filed with the Rhode Island Commission within ~~3~~10 days of the compliance filings in New York and Massachusetts[18] for review and inclusion in the Rhode Island Plan upon the Commission's approval.

[18] If the Massachusetts compliance filing includes the same changes as those in New York, Verizon RI will make only one compliance filing in Rhode Island

VERIZON RHODE ISLAND

December 6, 2001

APPENDIX A

TABLE OF CONTENTS

APPENDIX A – MODE OF ENTRY

1. Measures and Weights

Table A-1-1: Resale

Table A-1-2: Unbundled Network Elements

Table A-1-3: Interconnection Trunks

Table A-1-4: DSL

Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	**15**
1-01	**Customer Service Record-CORBA**	**5**
1-01	**Customer Service Record -WEB GUI**	**5**
1-02	Due Date Availability-EDI	5
1-02	Due Date Availability-CORBA	2
1-02	Due Date Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Valaidation-CORBA	2
1-03	Address Validation-WEB-GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS System Availability – Prime-EDI**	**20**
2-02	**OSS System Availability-Prime-CORBA**	**10**
2-02	**OSS System Availability-Prime-WEB GUI**	**10**
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	**20**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – POTS**	**5**
1-04	% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	**5**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through – POTS**	**15**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	**5**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Notice Sent Within 3 Business Days**	**15**
5-03	% Flow Through Achieved – POTS and Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	**% Missed Appointment - VZ- Total – Specials**	**10**
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	**% Missed Appointment - -VZ - Dispatch – POTS**	**10**
4-05	**% Missed Appointment- -VZ- No Dispatch - POTS**	**20**
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15

MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	**20**
4-02	**Mean Time to Repair - Loop Trouble**	**15**
4-03	**Mean Time to Repair - CO Trouble**	**5**
4-08	**% Out of Service > 24 Hours – POTS**	**20**
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	**15**
5-01	**% Repeat Reports w/in 30 days - Specials**	**15**
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		541

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	**15**
1-01	**Customer Service Record-CORBA**	**5**
1-01	**Customer Service Record-WEB GUI**	**5**
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	**20**
2-02	**OSS System Availability-Prime-CORBA**	**10**
2-02	**OSS System Availability-Prime-WEB GUI**	**10**
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	**20**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	**5**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject – Flow Through – POTS**	**15**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	**10**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Sent Within 3 Business Days**	**15**
5-03	% Flow Through – Achieved -POTS & Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	10
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	5
4-01	**% Missed Appointment - VZ – Total – Specials**	**10**
4-01	**% Missed Appointment - VZ – Total – EEL**	**10**
4-01	% Missed Appointment - VZ - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - VZ – Dispatch – Platform	10
4-04	**% Missed Appointment - VZ– Dispatch - New Loop**	**10**
4-05	**% Missed AppointmentVZ - No Dispatch - Platform**	**20**
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days - POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	**% Installation Troubles within 7 days – Hot Cut Loops**	**15**
9-01	**% On Time Performance-Hot Cut**	**20**

MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	**20**
4-02	**Mean Time to Repair - Loop Trouble**	**15**
4-03	**Mean Time to Repair - CO Trouble**	**5**
4-08	**% Out of Service > 24 Hours – POTS**	**20**
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	**15**
5-01	**% Repeat Reports w/in 30 days - Specials**	**15**
BI	**Billing**	
1-0-2	% DUF in 4 Business Days	10
		606

Table A-1-3: Interconnection - Mode of Entry Weights

		Weight
OR-	**Ordering**	
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
PR-	**Provisioning**	
4-01	**% Missed Appointment - VZ – Total**	**20**
4-02	Average Delay Days – Total	10
4-07	**% On Time Performance - LPN only**	**20**
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	**% Installation Troubles w/in 30 Days**	**15**
MR-	**Maintenance & Repair**	
4-01	**Mean Time to Repair – Total**	**20**
5-01	% Repeat Reports w/in 30 Days	10
NP-	**Network Performance**	
1-03	**# of Final Trunk Groups Blocked 2 Months**	**20**
1-04	**# of Final Trunk Groups Blocked 3 Months**	
		170

Table A-1-4: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-06	**Facility Available/Loop Qualification-EDI**	**5**
1-06	**Facility Available/Loop Qualification-WEB GUI**	**5**
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	**Ordering**	
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire Digital	2
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL**	**10**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) – Line Share**	**10**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire Digital	2
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire xDSL**	**10**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- Line Share**	**10**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	**Provisioning**	
3-03	**% Completed w/in 3 Days (1-5 lines-Total)-Line Share**	**10**
3-10	**% Completed w/in 6 Days (1-5 lines-Total)-2Wire xDSL**	**10**
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	**Average Delay Days - Total – 2 Wire xDSL**	**10**
4-02	**Average Delay Days - Total – Line Share**	**10**
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	**% Missed Appointment - VZ – Dispatch – 2 Wire xDSL**	**20**
4-04	% Missed Appointment - VZ – Dispatch - Line Share	5
4-05	**% Missed Appointment - VZ – No Dispatch - Line Share**	**20**
6-01	% Installation Troubles within 30 days - 2 Wire Digital	2
6-01	% Installation Troubles within 30 days – 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	**Maintenance & Repair**	
2-02	Network Trouble Report Rate –Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO – Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	**% Missed Repair Appointments – 2 Wire xDSL**	**20**
3-01	**% Missed Repair Appointments – Line Share**	**20**
3-02	% Missed Repair Appointments - Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments - Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments - Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	**Mean Time to Repair - Loop Trouble – 2 Wire xDSL**	**20**
4-02	**Mean Time to Repair - Loop Trouble – Line Share**	**20**
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Share	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	**% Repeat Reports w/in 30 days – 2 Wire xDSL**	**10**
5-01	**% Repeat Reports w/in 30 days – Line Share**	**10**
		373

2. Mode of Entry: Dollars At Risk – $5,215,000

	Resale	UNE	DSL	Trunks
Monthly	$57,944	$260,750	$57,944	$57,944
Annual	$695,333	$3,129,000	$695,333	$695,333

3. Minimum and Maximum Bill Credit Tables:

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements

Table A-3-3: Interconnection Trunks

Table A-3-4: DSL

Table A-3-1: Resale

- Maximum of $ 695,333 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.16922
- Mid-point between minimum and maximum = -0.41961

Score Range		Monthly Dollars:	
<	And ≥		
	-0.16922	$0	
-0.16922	-0.19558	$11,589	
-0.195558	-0.22193	$14,029	
-0.22193	-0.24829	$16,468	
-0.24829	-0.27465	$18,908	
-0.27465	-0.30100	$21,348	
-0.30100	-0.32736	$23,788	
-0.32736	-0.35372	$26,227	
-0.32736	-0.38007	$28,667	
-0.38007	-0.40643	$31,107	
-0.40643	-0.43279	$33,547	
-0.43279	-0.45915	$35,987	
-0.45915	-0.48550-	$38,426	
-0.48550	-0.51186	$40,866	
-0.51186	-0.53822	$43,306	
-0.53822	-0.56457	$45,746	
-0.56457	-0.59093	$48,185	
-0.59093	-0.61729	$50,625	
-0.61729	-0.64364	$53,065	
-0.64364	-0.67000	$55,505	
-0.67000		$57,944	

Table A-3-2: Unbundled Network Elements

Maximum of $ 3,129,000 per year

- Maximum Credit Performance Score "X" = -0.6700
- Minimum threshold = -0.17129
- Mid-point between minimum and maximum = -0.42065

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17129	$0	
-0.17129	-0.19754	$52,150	
-0.19754	-0.22379	$63,129	
-0.22379	-0.25003	$74,108	
-0.25003	-0.27628	$85,087	
-0.27628	-0.30253	$96,066	
-0.30253	-0.32878	$107,045	
-0.32878	-0.35503	$118,024	
-0.35503	-0.38127	$129,003	
-0.38127	-0.40752	$139,982	
-0.40752	-0.43377	$150,961	
-0.43377	-0.46002	$161,939	
-0.46002	-0.48626	$172,918	
-0.48626	-0.51251	$183,897	
-0.51251	-0.53876	$194,876	
-0.53876	-0.56501	$205,855	
-0.56501	-0.59126	$216,834	
-0.59126	-0.61750	$227,813	
-0.61750	-0.64375	$238,792	
-0.64375	-0.67000	$249,771	
-0.67000		$260,750	

Table A-3-3: Interconnection Trunks

Maximum of $ 695,333 per year

- Maximum Credit Performance Score "X" = -1.00000
- Minimum threshold = -0.31909
- Mid-point between minimum and maximum = -0.65955

Score Range		Monthly Dollars:	
<	And ≥		
	-0.31909	$0	
-0.31909	-0.37147	$11,589	
-0.37147	-0.42385	$15,155	
-0.42385	-0.47622	$18,721	
-0.47622	-0.52860	$22,286	
-0.52860	-0.58098	$25,852	
-0.58098	-0.63336	$29,418	
-0.63336	-0.68573	$32,984	
-0.68573	-0.73811	$36,550	
-0.73811	-0.79049	$40,115	
-0.79049	-0.84287	$43,681	
-0.84287	-0.89524	$47,247	
-0.89524	-0.94762	$50,813	
-0.94762	-1.00000	$54,379	
-0.94762		$57,944	

Table A-3-4: DSL

Maximum of $ 695,333 per year

- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.19705
- Mid-point between minimum and maximum = -0.4335

Score Range		Monthly Dollars:	
<	And ≥		
	-0.19705	$0	
-0.19705	-0.22194	$11,589	
-0.22194	-0.24683	$14,029	
-0.24683	-0.27173	$16,468	
-0.27173	-0.29662	$18,908	
-0.29662	-0.32151	$21,348	
-0.32151	-0.34640	$23,788	
-0.34640	-0.37129	$26,227	
-0.37129	-0.39619	$28,667	
-0.39619	-0.42108	$31,107	
-0.42108	-0.44597	$33,547	
-0.44597	-0.47086-	$35,987	
-0.47086	-0.49576	$38,426	
-0.49576	-0.52065	$40,866	
-0.52065	-0.54554	$43,306	
-0.54554-	-0.57043	$45,746	
-0.57043	-0.59532	$48,185	
-0.59532-	-0.62022	$50,625	
-0.62022	-0.64511	$53,065	
-0.64511	-0.67000	$55,505	
-0.67000		$57,944	

APPENDIX B

December 6, 2001

Table B 1: Critical Measures:

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		PRE-ORDERING						
1		**OSS Interface**	**11,591**	**25,757**			**8,279**	**45,626**
	PO-1-01	Customer Service Record - EDI	2,675	5,944				
	PO-1-01	Customer Service Record - CORBA	892	1,981				
	PO-1-01	Customer Service Record - WEB GUI	892	1,981				
	PO-1-06	Facility Availibility (Loop Qualification) - EDI					4,139	
	PO-1-06	Facility Availibility (Loop Qualification) - WEB GUI					4,139	
	PO-2-02	OSS Interface Availability - Prime - EDI	3,566	7,925				
	PO-2-02	OSS Interface Availability - Prime - CORBA	1,783	3,963				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	1,783	3,963				
		ORDERING						
2		**% On Time Ordering Notification**	**11,591**	**25,757**			**8,279**	**45,626**
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	3,312	7,359				
	OR-1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through)-POTS	828	1,840				
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - 2Wire xDSL					2,070	
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - DSL Line Share					2,070	
	OR-1-06	% OT LSRC/ASRC Facility Check >=10 Lines (Electronic) – POTS	828	1,840				
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	2,484	5,519				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through)-POTS	828	1,840				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - 2Wire xDSL					2,070	
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - DSL Line Share					2,070	
	OR-2-06	% On Time LSR/ASR Reject Facility Check (Elec.) – POTS	828	1,840				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	2,484	5,519				
		PROVISIONING						
3		**% Completed**					**8,279**	**8,279**
	PR-3-07	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share					4,139	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					4,139	
4a	**PR-4-01**	**% Missed Appointment - VZ - Total - EEL**		**25,757**				**25,757**
4b		**% Missed Appointment**	**11,591**	**25,757**	**25,354**		**8,279**	**70,981**
	PR-4-01	% Missed Appointment - VZ - Total - Specials	2,898	12,878				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			25,354			
	PR-4-02	Average Delay Days - Total - 2Wire xDSL					1,380	
	PR-4-02	Average Delay Days - Total - DSL Line Share					1,380	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	2,898					
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops		12,878				
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL					2,760	
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	5,795					
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share					2,760	
5	**PR-4-05**	**% Missed Appt. - VZ - No Disp.- Platform**		**25,757**				**25,757**
6		**Hot Cut Performance**		**51,513**				**51,513**
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	**PR-4-07**	**% On Time Performance - UNE LNP**			**25,354**			**25,354**

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		MAINTENANCE						
8		**Missed Repair Appts.**					**8,279**	**8,279**
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					4,139	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					4,139	
9		**Mean Time To Repair**	**11,591**	**25,757**	**25,354**		**8,279**	**70,981**
	MR-4-01	Mean Time To Repair – Specials	3,864	8,586				
	MR-4-01	Mean Time To Repair – Trunks			25,354			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					4,139	
	MR-4-02	Mean Time To Repair - Loop – Line Share					4,139	
	MR-4-02	Mean Time To Repair - Loop Trouble	2,898	6,439				
	MR-4-03	Mean Time To Repair - Central Office	966	2,146				
	MR-4-08	% Out Of Service > 24 Hours - POTS	3,864	8,586				
10		**% Repeat Reports within 30 Days**	**11,591**	**25,757**			**8,279**	**45,626**
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	5,795	12,878				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	5,795	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					4,139	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share					4,139	
		NETWORK PERFORMANCE						
11		**Final Trunk Groups Blocked**			**25,354**			**25,354**
	NP-1-03	Blocked 2 months			8,451			
	NP-1-04	Blocked 3 months			16,903			
12		**Collocation**				**20,283**		**20,283**
	NP-2-01/2	% On Time Response to Request for Collocation				3,097		
	NP-2-05/6	% On Time - Collocation				15,484		
	NP-2-07/8	Average Delay Days				1,703		
		TROUBLE REPORTS						
13		**Trouble Reports**					**8,279***	**8,279***
	PR-6-01	% Installation Troubles w/in 30 days - 2 Wire Digital					1,840	
	MR-2-02	Network Trouble Report Rate –Loop 2 Wire Digital					1,840	
	MR-2-02	Network Trouble Report Rate - Loop 2 Wire xDSL					4,599	
		Total Dollars at Risk - Monthly	**57,953**	**231,811**	**101,417**	**20,283**	**57,953**	**469,417**
		Total Dollars at Risk - Annually	**695,432**	**2,781,728**	**1,217,006**	**243,401**	**695,432**	**5,633,000**

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

* Incentive amounts for Critical Measure (13) Trouble Reports will be paid from MOE dollars only when MOE doubling is not triggered in the same time period. These amounts are not included in the totals in the table.

Table B-2: Collocation – Critical Measure #12 Allocation Weights

NP-	Network Performance	Weight
2-01	**% OT Response to Request for Physical Collocation-New**	**10**
2-01	**% OT Response to Request for Physical Collocation-Augment**	**10**
2-02	**% OT Response to Request for Virtual Collocation-New**	**10**
2-02	**% OT Response to Request for Virtual Collocation-Augment**	**10**
2-05	**% On Time – Physical Location-New**	**20**
2-05	**% On Time – Physical Location-Augment**	**20**
2-06	**% On Time – Virtual Location-New**	**20**
2-06	**% On Time – Virtual Location-Augment**	**20**
2-07	**Average Delay Days – Physical –New**	**20**
2-07	**Average Delay Days – Physical –Augment**	**20**
2-08	**Average Delay Days – Virtual-New**	**20**
2-08	**Average Delay Days – Virtual-Augment**	**20**
		200

APPENDIX C

December 6, 2001

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [1]	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1. [2]	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table [3]	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
PR-4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02	Installation Troubles within 7 Days - Hot Cuts	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07 NP-2-08	Collocation – Average Delay Days - Augment	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

[1] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

[2] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

[3] The list of Metrics with a 95% Standard appears on the following table.

PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut loop	≤ 2%	> 2 and ≤ 3%	> 3%

Example: If Verizon RI were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

Table C-1-1: Performance Metrics with 95% Performance Standard:

PO	**Pre-Ordering**
8-01	Average Response Time - Manual Loop Qualification
8-02	Average Response Time - Engineering Record Response
OR	**Ordering**
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - POTS
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - Specials
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - 2 Wire Digital
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flor Through) - 2 Wire xDSL
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flor Through) - Line Share
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) — POTS
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – Specials
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – 2 Wire Digital
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - 2 Wire xDSL
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - Line Share
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through - POTS
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - POTS
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) - Specials
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) -2 Wire Digital
2-04	% OT LSR/ASR Rej ect No Facilities Check (elec.-No Flow Through) - 2 Wire xDSL
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) - Line Share
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – POTS
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – Specials
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire Digital
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire xDSL
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - Line Share
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
5-03	% Flow Through Achieved
PR	**Provisioning**
3-03	% Completed within 3 Days (1-5 lines) - Total - Line Share
3-10	% Completed within 6 Days (1-5 lines) Total - 2 Wire xDSL
4-07	% On Time Performance - LNP only
6-02	% Installation Troubles Within 7 Days - Hot Cut
9-01	% On Time Performance - Hot Cut
BI	**Billing**
1-02-	% DUF in 4 Business Days
NP	**Network Performance**
2-01	% OT Response to Request for Physical Collocation - New

2-01 % OT Response to Request for Physical Collocation - Augment
2-02 % OT Response to Request for Virtual Collocation - New
2-02 % OT Response to Request for Virtual Collocation - Augment
2-05 % On Time - Physical Location - New
2-05 % On Time - Physical Location - Augment
2-06 % On Time - Virtual Location - New
2-06 % On Time - Virtual Location - Augment

Table C-1-2: Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Absolute Standards on a CLEC Aggregate Basis Only

A. Allowable Misses:

- If there are less than 20 , 10, 7 or 5 items for measures with standards of 95%, 90%, 85% and 80% respectively, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the "0" column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the "-1" column, the performance score for the metric I –1.
- If the number of misses falls into the –2 column, the performance score is –2.
- "NA" is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

90% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA

2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	NA	≤ 1	2	3+

85% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	NA	≤ 1	2	3+

80% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon RI may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon RI should not be allowed to exclude the event pursuant to the above table. Verizon RI will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon RI Exceptions

under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

December 6, 2001

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon RI. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon RI will use the "modified Z statistic" proposed by a number of CLECs who are members of the Local Competitors User Group ("LCUG"). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables: [1]
$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1-P_{INC})\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$	$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed

Definitions:

Counted Variables are metrics of proportions, such as percent measures.

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

$\overline{X}$ is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

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[1] For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

B. Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both Verizon and the CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$) must be greater than or equal to 5. When the sample size requirement is not met, Verizon RI will do the following:

1. If the performance for the CLEC is better than Verizon RI's performance , no statistical analysis is required.

2. If the performance is worse for the CLEC than Verizon RI, Verizon RI will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

3. If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test..

4. If the permutation test shows an "out of parity" condition, Verizon RI will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, Verizon RI will provide documentation

demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon RI troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon RI will identify such behavior and work with the respective CLEC on corrective action.

C. Verizon Exceptions Process:

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon RI will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

a. **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon RI may provide data demonstrating that all troubles within that failure, including Verizon RI troubles were resolved in an equivalent manner. Verizon RI also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon RI. The remaining troubles will be compared according to normal statistical methodologies.

b. **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon RI will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon RI will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon RI will provide the data demonstrating that the activity is on that day. Verizon RI will compare that single day's

performance for the CLEC to Verizon RI's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

d. **CLEC Action:** If performance for any measure is impacted by unusual CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

2. Documentation:

Verizon RI will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon RI and CLEC performance. For cable failures, Verizon RI will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 27th
Verizon Files Exceptions on January Performance	March 17th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 3rd
Commission Issues Ruling on Exceptions	April 17th
February Performance Reports	March 27th
March Performance Reports	April 27th
Credits Processed for January Performance	Beginning May 3rd

APPENDIX E

December 6, 2001

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[1]

2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	Performance Score
≤ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	0[2]

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

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[1] When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

[2] For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.[3]

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon RI's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.30253	$107,045	10,000	$10.70
-0.32878-	$118,024	10,000	$11.80

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a $53.500 Bill Credit ($10.70 X 5,000 = $53,500).

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs,

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[3] The measurement units for UNEs, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

December 6, 2001

Critical Measures Performance Scoring

A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.,* when aggregate CLEC performance falls below standard for a critical measure.

1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for a –1 performance score to 100% of the monthly maximum amount for a –2 performance score . A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is $25,757.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
≤ -0.8225	> -0.9048	-1.0	50%	$12,878
≤ -0.9048	> -0.9870	-1.1	55%	$14,166
≤ -0.9870	> -1.0693	-1.2	60%	$15,454
≤ -1.0693	> -1.1515	-1.3	65%	$16,742
≤ -1.1515	> -1.2338	-1.4	70%	$18,030
≤ -1.2338	> -1.3160	-1.5	75%	$19,318
≤ -1.3160	> -1.3983	-1.6	80%	$20,605
≤ -1.3983	> -1.4805	-1.7	85%	$21,893
≤ -1.4805	> -1.5628	-1.8	90%	$23,181
≤ -1.5628	> -1.6450	-1.9	95%	$24,469
≤ - 1.645		-2.0	100%	$25,757

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards [1]

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	$0
< 95.0	≥ 94.5	-1.0	50%	$12,878
< 94.5	≥ 94.0	-1.1	55%	$14,166
< 94.0	≥ 93.5	-1.2	60%	$15,454
< 93.5	≥ 93.0	-1.3	65%	$16,742
< 93.0	≥ 92.5	-1.4	70%	$18,030
< 92.5	≥ 92.0	-1.5	75%	$19,318
< 92.0	≥ 91.5	-1.6	80%	$20,605
< 91.5	≥ 91.0	-1.7	85%	$21,893
< 91.0	≥ 90.5	-1.8	90%	$23,181
< 90.5	≥ 90.0	-1.9	95%	$24,469
< 90.0		-2.0	100%	$25,757

2. **The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

   Pursuant to table F-1-1, $12,878 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1[2]

3. **Determine which CLECs qualify for the market adjustment.**

   For measures where the statistical score is used, the cutoff point for qualification is Verizon RI's score on the critical measure +/- one sampling error (based upon the Verizon RI sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon RI's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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1 For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

2 When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. Calculate the individual market adjustments for qualified CLECs.

a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.

c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

December 6, 2001

APPENDIX H

December 6, 2001

Special Provisions

UNE Ordering Performance Measures:

Verizon RI will provide an additional $139,166 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of $34,791 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

Flow Through:

An additional $695,000 per year is available for flow through performance. These bill credits for flow through can double to a total of $1,390,000, with the additional $695,000 to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	≥ 80%
OR-5-03	% Flow Through – Achieved – UNE	≥ 95%

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then $173,750 will be credited to all CLECs purchasing UNEs based on

the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops. Performance will be measured for the first time under this measure upon Verizon RI's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance:

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Processed				
UNE	25000	21000	22000	68000
Total % Flow Through - UNE for Quarter:				73.5%
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Designed to Flow Through:				
UNE	18000	19000	18000	55000
Total % Achieved Flow Through – UNE for Quarter:				90.9%

In this example, neither metric met the performance threshold, therefore, $173,750 would have been credited to all CLECs purchasing UNEs.

Additional Hot Cut Loop Performance Measures:

An additional $1.67 million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01– "% On-Time Hot Cut Loop" and PR-6-02 –

"% Installation Troubles within 7 Days – Hot Cut Loop."[1] If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop[2]	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon RI does not satisfy the above standards for two consecutive months, it will distribute $69,583 to the affected CLECs. Under Tier II, if Verizon RI does not satisfy the above standards for a single month, it will distribute $139,166 to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-4-06	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	$139,166	$69,583	$0	$0

In month 1, Verizon RI did not satisfy the more stringent requirements of Tier II and $139,166 in bill credits would be due.

---

1 These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon RI does not satisfy that Critical Measure.

2 % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

In month 2, Verizon RI satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon RI failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon RI.)

In month 3 both the Tier I and II standards were met, Verizon RI would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon RI to fail these performance standards two months in a row. Verizon RI service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon RI's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional $1.252 million per annum in bill credits is available for these three measures.

A. % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

Verizon RI will provide an addition $69,555 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days." If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon RI's request are rejected as duplicates, a credit of $69,555 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (2/15/01 version) are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

B. % SOP To Bill Completion Notice Sent Within 3 Business Days

Verizon RI will provide an additional $34,777 in bill credits each month for a new measure "% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
Exclusions:		
• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target. • Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
Performance Standard:		
90% threshold for Special Provisions		
Report Dimensions:		
Company: • CLEC aggregate	Geography: • State	
Products	• EDI Notifier Trouble Tickets	
Sub-Metrics		
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	**Numerator**	**Denominator**
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
Resale & UNE combined: *Completion Notification Response Time:* The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.		
Exclusions:		
• VZ Test Orders • When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month. • From OR-4-09; Complex Resale Orders		
Performance Standard:		
OR-4-09: 90% threshold for Special Provision.		
Report Dimensions OR-4 Completion Notification		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
OR-4-09	**% SOP to Bill Completion Within 3 Business Days**	
Products	• EDI Orders	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

BILLING CLAIMS MEASURES

This Special Provision includes two measures to ensure that billing claims are acknowledged and resolved in a timely manner. An additional $1.599 million per annum in bill credits is available for these two measures.

Verizon RI will provide an additional $133,250 in bill credits each month for the two billing claims measures, "% CLEC Billing Claims acknowledged within 2 business days" and "% CLEC Billing Claims resolved within 28 calendar days after acknowledgement". If performance falls below 95% for any month on either of these two measures, a credit of $133,250 will be allocated to all

CLECs with activity on these metrics based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. The measures and standards are as follows:

Measure #		Threshold
BI-3-04	% CLEC Billing Claims acknowledged within 2 business days	< 95%
BI-3-05	% CLEC Billing Claims resolved within 28 calendar days after acknowledgement	< 95%

VERIZON RHODE ISLAND

~~June 8~~December 6, 2001

APPENDIX A

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APPENDIX A – MODE OF ENTRY

1. Measures and Weights

Table A-1-1: Resale

Table A-1-2: Unbundled Network Elements

Table A-1-3: Interconnection Trunks

Table A-1-4: DSL

Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	**15**
1-01	**Customer Service Record-CORBA**	**5**
1-01	**Customer Service Record -WEB GUI**	**5**
1-02	Due Date Availability-EDI	5
1-02	Due Date Availability-CORBA	2
1-02	Due Date Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Valaidation-CORBA	2
1-03	Address Validation-WEB-GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS System Availability – Prime-EDI**	**20**
2-02	**OSS System Availability-Prime-CORBA**	**10**
2-02	**OSS System Availability-Prime-WEB GUI**	**10**
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	**20**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – POTS**	**5**
1-04	% OT LSRC/ASRC – No Facility Check (Elec.- No Flow Through) – Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	**5**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through – POTS**	**15**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	**5**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Notice Sent Within 3 Business Days**	**15**
5-03	% Flow Through Achieved – POTS and Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	**% Missed Appointment - VZ- Total – Specials**	**10**
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	**% Missed Appointment - -VZ - Dispatch – POTS**	**10**
4-05	**% Missed Appointment- -VZ- No Dispatch - POTS**	**20**
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15

MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	**20**
4-02	**Mean Time to Repair - Loop Trouble**	**15**
4-03	**Mean Time to Repair - CO Trouble**	**5**
4-08	**% Out of Service > 24 Hours – POTS**	**20**
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	**15**
5-01	**% Repeat Reports w/in 30 days - Specials**	**15**
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		541

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	**15**
1-01	**Customer Service Record-CORBA**	**5**
1-01	**Customer Service Record-WEB GUI**	**5**
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	**20**
2-02	**OSS System Availability-Prime-CORBA**	**10**
2-02	**OSS System Availability-Prime-WEB GUI**	**10**
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	**20**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	**5**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject – Flow Through – POTS**	**15**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	**5**
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	**10**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Sent Within 3 Business Days**	**15**
5-03	% Flow Through – Achieved -POTS & Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	10
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	5
4-01	**% Missed Appointment - VZ – Total – Specials**	**10**
4-01	**% Missed Appointment - VZ – Total – EEL**	**10**
4-01	% Missed Appointment - VZ - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - VZ – Dispatch – Platform	10
4-04	**% Missed Appointment - VZ– Dispatch - New Loop**	**10**
4-05	**% Missed AppointmentVZ - No Dispatch - Platform**	**20**
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days - POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	**% Installation Troubles within 7 days – Hot Cut Loops**	**15**
9-01	**% On Time Performance-Hot Cut**	**20**

MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	**20**
4-02	**Mean Time to Repair - Loop Trouble**	**15**
4-03	**Mean Time to Repair - CO Trouble**	**5**
4-08	**% Out of Service > 24 Hours – POTS**	**20**
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	**15**
5-01	**% Repeat Reports w/in 30 days - Specials**	**15**
BI	**Billing**	
1-0-2	% DUF in 4 Business Days	10
		606

Table A-1-3: Interconnection - Mode of Entry Weights

OR-	**Ordering**	Weight
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
PR-	**Provisioning**	
4-01	**% Missed Appointment - VZ – Total**	**20**
4-02	Average Delay Days – Total	10
4-07	**% On Time Performance - LPN only**	**20**
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	**% Installation Troubles w/in 30 Days**	**15**
MR-	**Maintenance & Repair**	
4-01	**Mean Time to Repair – Total**	**20**
5-01	% Repeat Reports w/in 30 Days	10
NP-	**Network Performance**	
1-03	**# of Final Trunk Groups Blocked 2 Months**	**20**
1-04	**# of Final Trunk Groups Blocked 3 Months**	
		170

Table A-1-4: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-06	**Facility Available/Loop Qualification-EDI**	**5**
1-06	**Facility Available/Loop Qualification-WEB GUI**	**5**
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	**Ordering**	
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire Digital	2
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL**	**10**
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) – Line Share**	**10**
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire Digital	2
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire xDSL**	**10**
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- Line Share**	**10**
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	**Provisioning**	
3-03	**% Completed w/in 3 Days (1-5 lines-Total)-Line Share**	**10**
3-10	**% Completed w/in 6 Days (1-5 lines-Total)-2Wire xDSL**	**10**
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	**Average Delay Days - Total – 2 Wire xDSL**	**10**
4-02	**Average Delay Days - Total – Line Share**	**10**
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	**% Missed Appointment - VZ – Dispatch – 2 Wire xDSL**	**20**
4-04	% Missed Appointment - VZ – Dispatch - Line Share	5
4-05	**% Missed Appointment - VZ – No Dispatch - Line Share**	**20**
6-01	% Installation Troubles within 30 days - 2 Wire Digital	2
6-01	% Installation Troubles within 30 days – 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	**Maintenance & Repair**	
2-02	Network Trouble Report Rate –Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO – Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	**% Missed Repair Appointments – 2 Wire xDSL**	**20**
3-01	**% Missed Repair Appointments – Line Share**	**20**
3-02	% Missed Repair Appointments - Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments - Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments - Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	**Mean Time to Repair - Loop Trouble – 2 Wire xDSL**	**20**
4-02	**Mean Time to Repair - Loop Trouble – Line Share**	**20**
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Share	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	**% Repeat Reports w/in 30 days – 2 Wire xDSL**	**10**
5-01	**% Repeat Reports w/in 30 days – Line Share**	**10**
		373

2. **Mode of Entry: Dollars At Risk – $5,215,000**

	Resale	UNE	DSL	Trunks
Monthly	$57,944	$260,750	$57,944	$57,944
Annual	$695,333	$3,129,000	$695,333	$695,333

3. **Minimum and Maximum Bill Credit Tables:**

Table A-3-1: Resale

Table A-3-2: Unbundled Network Elements

Table A-3-3: Interconnection Trunks

Table A-3-4: DSL

Table A-3-1: Resale

- Maximum of $ 695,333 per year
- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.16922
- Mid-point between minimum and maximum = -0.41961

Score Range		Monthly Dollars:	
<	And ≥		
	-0.16922	$0	
-0.16922	-0.19558	$11,589	
-0.195558	-0.22193	$14,029	
-0.22193	-0.24829	$16,468	
-0.24829	-0.27465	$18,908	
-0.27465	-0.30100	$21,348	
-0.30100	-0.32736	$23,788	
-0.32736	-0.35372	$26,227	
-0.32736	-0.38007	$28,667	
-0.38007	-0.40643	$31,107	
-0.40643	-0.43279	$33,547	
-0.43279	-0.45915	$35,987	
-0.45915	-0.48550-	$38,426	
-0.48550	-0.51186	$40,866	
-0.51186	-0.53822	$43,306	
-0.53822	-0.56457	$45,746	
-0.56457	-0.59093	$48,185	
-0.59093	-0.61729	$50,625	
-0.61729	-0.64364	$53,065	
-0.64364	-0.67000	$55,505	
-0.67000		$57,944	

Table A-3-2: Unbundled Network Elements

Maximum of $ 3,129,000 per year

- Maximum Credit Performance Score "X" = -0.6700
- Minimum threshold = -0.17129
- Mid-point between minimum and maximum = -0.42065

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17129	$0	
-0.17129	-0.19754	$52,150	
-0.19754	-0.22379	$63,129	
-0.22379	-0.25003	$74,108	
-0.25003	-0.27628	$85,087	
-0.27628	-0.30253	$96,066	
-0.30253	-0.32878	$107,045	
-0.32878	-0.35503	$118,024	
-0.35503	-0.38127	$129,003	
-0.38127	-0.40752	$139,982	
-0.40752	-0.43377	$150,961	
-0.43377	-0.46002	$161,939	
-0.46002	-0.48626	$172,918	
-0.48626	-0.51251	$183,897	
-0.51251	-0.53876	$194,876	
-0.53876	-0.56501	$205,855	
-0.56501	-0.59126	$216,834	
-0.59126	-0.61750	$227,813	
-0.61750	-0.64375	$238,792	
-0.64375	-0.67000	$249,771	
-0.67000		$260,750	

Table A-3-3: Interconnection Trunks

Maximum of $ 695,333 per year

- Maximum Credit Performance Score "X" = -1.00000
- Minimum threshold = -0.31909
- Mid-point between minimum and maximum = -0.65955

Score Range		Monthly Dollars:	
<	And ≥		
	-0.31909	$0	
-0.31909	-0.37147	$11,589	
-0.37147	-0.42385	$15,155	
-0.42385	-0.47622	$18,721	
-0.47622	-0.52860	$22,286	
-0.52860	-0.58098	$25,852	
-0.58098	-0.63336	$29,418	
-0.63336	-0.68573	$32,984	
-0.68573	-0.73811	$36,550	
-0.73811	-0.79049	$40,115	
-0.79049	-0.84287	$43,681	
-0.84287	-0.89524	$47,247	
-0.89524	-0.94762	$50,813	
-0.94762	-1.00000	$54,379	
-0.94762		$57,944	

Table A-3-4: DSL

Maximum of $ 695,333 per year

- Maximum Credit Performance Score "X" = -0.67000
- Minimum threshold = -0.19705
- Mid-point between minimum and maximum = -0.4335

Score Range		Monthly Dollars:	
<	And ≥		
	-0.19705	$0	
-0.19705	-0.22194	$11,589	
-0.22194	-0.24683	$14,029	
-0.24683	-0.27173	$16,468	
-0.27173	-0.29662	$18,908	
-0.29662	-0.32151	$21,348	
-0.32151	-0.34640	$23,788	
-0.34640	-0.37129	$26,227	
-0.37129	-0.39619	$28,667	
-0.39619	-0.42108	$31,107	
-0.42108	-0.44597	$33,547	
-0.44597	-0.47086-	$35,987	
-0.47086	-0.49576	$38,426	
-0.49576	-0.52065	$40,866	
-0.52065	-0.54554	$43,306	
-0.54554-	-0.57043	$45,746	
-0.57043	-0.59532	$48,185	
-0.59532-	-0.62022	$50,625	
-0.62022	-0.64511	$53,065	
-0.64511	-0.67000	$55,505	
-0.67000		$57,944	

APPENDIX B

~~June 8~~December 6, 2001

Table B 1: Critical Measures:

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		PRE-ORDERING						
1		**OSS Interface**	**11,591**	**25,757**			**8,279**	**45,626**
	PO-1-01	Customer Service Record - EDI	2,675	5,944				
	PO-1-01	Customer Service Record - CORBA	892	1,981				
	PO-1-01	Customer Service Record - WEB GUI	892	1,981				
	PO-1-06	Facility Availibility (Loop Qualification) - EDI					4,139	
	PO-1-06	Facility Availibility (Loop Qualification) - WEB GUI					4,139	
	PO-2-02	OSS Interface Availability - Prime - EDI	3,566	7,925				
	PO-2-02	OSS Interface Availability - Prime - CORBA	1,783	3,963				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	1,783	3,963				
		ORDERING						
2		**% On Time Ordering Notification**	**11,591**	**25,757**			**8,279**	**45,626**
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	3,312	7,359				
	OR-1-04	% OT LSRC/ASRC No Facility Check (Elec.-No Flow Through)-POTS	828	1,840				
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - 2Wire xDSL					2,070	
	OR-1-04	% On Time LSRC/ASRC No Facility Check (E) - DSL Line Share					2,070	
	OR-1-06	% OT LSRC/ASRC Facility Check >=10 Lines (Electronic) – POTS	828	1,840				
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	2,484	5,519				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (Elec.-No Flow Through)-POTS	828	1,840				
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - 2Wire xDSL					2,070	
	OR-2-04	% OT LSR/ASR Reject No Facility Check (E) - DSL Line Share					2,070	
	OR-2-06	% On Time LSR/ASR Reject Facility Check (Elec.) – POTS	828	1,840				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	2,484	5,519				
		PROVISIONING						
3		**% Completed**					**8,279**	**8,279**
	PR-3-07	% Comp. w/in 4 Days (1-5 lines) Tot.- Line Share					4,139	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					4,139	
4a	**PR-4-01**	**% Missed Appointment - VZ - Total - EEL**		**25,757**				**25,757**
4b		**% Missed Appointment**	**11,591**	**25,757**	**25,354**		**8,279**	**70,981**
	PR-4-01	% Missed Appointment - VZ - Total - Specials	2,898	12,878				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			25,354			
	PR-4-02	Average Delay Days - Total - 2Wire xDSL					1,380	
	PR-4-02	Average Delay Days - Total - DSL Line Share					1,380	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	2,898					
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops		12,878				
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL					2,760	
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	5,795					
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share					2,760	
5	**PR-4-05**	**% Missed Appt. - VZ - No Disp.- Platform**		**25,757**				**25,757**
6		**Hot Cut Performance**		**51,513**				**51,513**
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	**PR-4-07**	**% On Time Performance - UNE LNP**			**25,354**			**25,354**

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		MAINTENANCE						
8		**Missed Repair Appts.**					**8,279**	**8,279**
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					4,139	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					4,139	
9		**Mean Time To Repair**	**11,591**	**25,757**	**25,354**		**8,279**	**70,981**
	MR-4-01	Mean Time To Repair – Specials	3,864	8,586				
	MR-4-01	Mean Time To Repair – Trunks			25,354			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					4,139	
	MR-4-02	Mean Time To Repair - Loop – Line Share					4,139	
	MR-4-02	Mean Time To Repair - Loop Trouble	2,898	6,439				
	MR-4-03	Mean Time To Repair - Central Office	966	2,146				
	MR-4-08	% Out Of Service > 24 Hours - POTS	3,864	8,586				
10		**% Repeat Reports within 30 Days**	**11,591**	**25,757**			**8,279**	**45,626**
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	5,795	12,878				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	5,795	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					4,139	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share					4,139	
		NETWORK PERFORMANCE						
11		**Final Trunk Groups Blocked**			**25,354**			**25,354**
	NP-1-03	Blocked 2 months			8,451			
	NP-1-04	Blocked 3 months			16,903			
12		**Collocation**				**20,283**		**20,283**
	NP-2-01/2	% On Time Response to Request for Collocation				3,097		
	NP-2-05/6	% On Time - Collocation				15,484		
	NP-2-07/8	Average Delay Days				1,703		
		TROUBLE REPORTS						
13		Trouble Reports					8,279*	8,279*
	PR-6-01	% Installation Troubles w/in 30 days - 2 Wire Digital					1,840	
	MR-2-02	Network Trouble Report Rate –Loop 2 Wire Digital					1,840	
	MR-2-02	Network Trouble Report Rate - Loop 2 Wire xDSL					4,599	
		Total Dollars at Risk - Monthly	**57,953**	**231,811**	**101,417**	**20,283**	**57,953**	**469,417**
		Total Dollars at Risk - Annually	**695,432**	**2,781,728**	**1,217,006**	**243,401**	**695,432**	**5,633,000**

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

* Incentive amounts for Critical Measure (13) Trouble Reports will be paid from MOE dollars only when MOE doubling is not triggered in the same time period. These amounts are not included in the totals in the table.

Table B-2: Collocation – Critical Measure #12 Allocation Weights

NP-	Network Performance	Weight
2-01	**% OT Response to Request for Physical Collocation-New**	**10**
2-01	**% OT Response to Request for Physical Collocation-Augment**	**10**
2-02	**% OT Response to Request for Virtual Collocation-New**	**10**
2-02	**% OT Response to Request for Virtual Collocation-Augment**	**10**
2-05	**% On Time – Physical Location-New**	**20**
2-05	**% On Time – Physical Location-Augment**	**20**
2-06	**% On Time – Virtual Location-New**	**20**
2-06	**% On Time – Virtual Location-Augment**	**20**
2-07	**Average Delay Days – Physical –New**	**20**
2-07	**Average Delay Days – Physical –Augment**	**20**
2-08	**Average Delay Days – Virtual-New**	**20**
2-08	**Average Delay Days – Virtual-Augment**	**20**
		200

APPENDIX C

~~August 30~~December 6, 2001

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [1]	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1. [2]	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table [3]	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
PR-4-04	% Missed Appointment - VZ – Dispatch – 2 Wire xDSL	≤ 5%	> 5% and ≤ 10%	> 10%
PR-6-02	Installation Troubles within 7 Days - Hot Cuts	≤ 2%	> 2% and ≤ 3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07 NP-2-08	Collocation – Average Delay Days - Augment	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row

[1] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

[2] Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

[3] The list of Metrics with a 95% Standard appears on the following table.

PR-6-02	% Installation Troubles reported within 7 Days – Hot Cut loop	≤ 2%	> 2 and ≤ 3%	> 3%

Example: If Verizon RI were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

Table C-1-1: Performance Metrics with 95% Performance Standard:

PO	**Pre-Ordering**
8-01	Average Response Time - Manual Loop Qualification
8-02	Average Response Time - Engineering Record Response
OR	**Ordering**
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - POTS
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - Specials
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flow Through) - 2 Wire Digital
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flor Through) - 2 Wire xDSL
1-04	% OT LSRC/ASRC No Facilities Check (Elec.-No Flor Through) - Line Share
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) -- POTS
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – Specials
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) – 2 Wire Digital
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - 2 Wire xDSL
1-06	% On Time LSRC/ASRC Facilities Check (Electronic) - Line Share
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through - POTS
2-04	% OT LSR/ASR Reject No Facilities Check (Elec.-No Flow Through) - POTS
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) - Specials
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) -2 Wire Digital
2-04	% OT LSR/ASR Rej ect No Facilities Check (elec.-No Flow Through) - 2 Wire xDSL
2-04	% OT LSR/ASR Rej ect No Facilities Check (Elec.-No Flow Through) - Line Share
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – POTS
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) – Specials
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire Digital
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - 2 Wire xDSL
2-06	% On Time LSR/ASR Reject Facilities Check (Electronic) - Line Share
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days
5-03	% Flow Through Achieved
PR	**Provisioning**
3-03	% Completed within 3 Days (1-5 lines) - Total - Line Share
3-10	% Completed within 6 Days (1-5 lines) Total - 2 Wire xDSL
4-07	% On Time Performance - LNP only
6-02	% Installation Troubles Within 7 Days - Hot Cut
9-01	% On Time Performance - Hot Cut
BI	**Billing**
1-02-	% DUF in 4 Business Days
NP	**Network Performance**
2-01	% OT Response to Request for Physical Collocation - New

2-01 % OT Response to Request for Physical Collocation - Augment
2-02 % OT Response to Request for Virtual Collocation - New
2-02 % OT Response to Request for Virtual Collocation - Augment
2-05 % On Time - Physical Location - New
2-05 % On Time - Physical Location - Augment
2-06 % On Time - Virtual Location - New
2-06 % On Time - Virtual Location - Augment

Table C-1-2: Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Absolute Standards on a CLEC Aggregate Basis Only

A. Allowable Misses:

- If there are less than 20 , 10, 7 or 5 items for measures with standards of 95%, 90%, 85% and 80% respectively, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the "0" column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the "-1" column, the performance score for the metric I –1.
- If the number of misses falls into the –2 column, the performance score is –2.
- "NA" is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

90% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA

2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	NA	≤ 1	2	3+

85% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	NA	≤ 1	2	3+

80% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or exclusions that Verizon RI may exercise pursuant to the small sample size table for performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon RI should not be allowed to exclude the event pursuant to the above table. Verizon RI will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon RI Exceptions

under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

~~June 8~~December 6, 2001

STATISTICAL ANALYSIS

A. Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon RI. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon RI will use the "modified Z statistic" proposed by a number of CLECs who are members of the Local Competitors User Group ("LCUG"). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables: [1]
$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1-P_{INC})\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$	$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed

Definitions:

Counted Variables are metrics of proportions, such as percent measures.

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

$\overline{X}$ is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

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[1] For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

B. Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both Verizon and the CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$) must be greater than or equal to 5. When the sample size requirement is not met, Verizon RI will do the following:

1. If the performance for the CLEC is better than Verizon RI's performance , no statistical analysis is required.

2. If the performance is worse for the CLEC than Verizon RI, Verizon RI will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

3. If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test..

4. If the permutation test shows an "out of parity" condition, Verizon RI will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, Verizon RI will provide documentation

demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon RI troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon RI will identify such behavior and work with the respective CLEC on corrective action.

C. Verizon Exceptions Process:

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon RI will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following events occur:

a. **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon RI may provide data demonstrating that all troubles within that failure, including Verizon RI troubles were resolved in an equivalent manner. Verizon RI also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon RI. The remaining troubles will be compared according to normal statistical methodologies.

b. **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon RI will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon RI will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon RI will provide the data demonstrating that the activity is on that day. Verizon RI will compare that single day's

performance for the CLEC to Verizon RI's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

d. **CLEC Action:** If performance for any measure is impacted by unusual CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

2. Documentation:

Verizon RI will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon RI and CLEC performance. For cable failures, Verizon RI will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. Timeline for Exceptions Process:

The following is an example illustrating the timeline for the Exception Process.

Action	**Date**
January Performance Reports	February 27th
Verizon Files Exceptions on January Performance	March 17th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 3rd
Commission Issues Ruling on Exceptions	April 17th
February Performance Reports	March 27th
March Performance Reports	April 27th
Credits Processed for January Performance	Beginning May 3rd

APPENDIX E

~~June 8~~December 6, 2001

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[1]

2. Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	Performance Score
≤ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	0[2]

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

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1 When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

2 For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.[3]

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon RI's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.30253	$107,045	10,000	$10.70
-0.32878-	$118,024	10,000	$11.80

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a $53.500 Bill Credit ($10.70 X 5,000 = $53,500).

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs,

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[3] The measurement units for UNEs, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

~~June 8~~December 6, 2001

Critical Measures Performance Scoring

A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.,* when aggregate CLEC performance falls below standard for a critical measure.

1. Calculate the total dollars available for Bill Credits per critical measure per month.

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for a –1 performance score to 100% of the monthly maximum amount for a –2 performance score . A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is $25,757.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
≤ -0.8225	> -0.9048	-1.0	50%	$12,878
≤ -0.9048	> -0.9870	-1.1	55%	$14,166
≤ -0.9870	> -1.0693	-1.2	60%	$15,454
≤ -1.0693	> -1.1515	-1.3	65%	$16,742
≤ -1.1515	> -1.2338	-1.4	70%	$18,030
≤ -1.2338	> -1.3160	-1.5	75%	$19,318
≤ -1.3160	> -1.3983	-1.6	80%	$20,605
≤ -1.3983	> -1.4805	-1.7	85%	$21,893
≤ -1.4805	> -1.5628	-1.8	90%	$23,181
≤ -1.5628	> -1.6450	-1.9	95%	$24,469
≤ - 1.645		-2.0	100%	$25,757

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards [1]

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	$0
< 95.0	≥ 94.5	-1.0	50%	$12,878
< 94.5	≥ 94.0	-1.1	55%	$14,166
< 94.0	≥ 93.5	-1.2	60%	$15,454
< 93.5	≥ 93.0	-1.3	65%	$16,742
< 93.0	≥ 92.5	-1.4	70%	$18,030
< 92.5	≥ 92.0	-1.5	75%	$19,318
< 92.0	≥ 91.5	-1.6	80%	$20,605
< 91.5	≥ 91.0	-1.7	85%	$21,893
< 91.0	≥ 90.5	-1.8	90%	$23,181
< 90.5	≥ 90.0	-1.9	95%	$24,469
< 90.0		-2.0	100%	$25,757

2. **The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

   Pursuant to table F-1-1, $12,878 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1[2]

3. **Determine which CLECs qualify for the market adjustment.**

   For measures where the statistical score is used, the cutoff point for qualification is Verizon RI's score on the critical measure +/- one sampling error (based upon the Verizon RI sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon RI's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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1 For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

2 When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. Calculate the individual market adjustments for qualified CLECs.

a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.

c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

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APPENDIX H

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Special Provisions

UNE Ordering Performance Measures:

Verizon RI will provide an additional $139,166 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of $34,791 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

Flow Through:

An additional $695,000 per year is available for flow through performance. These bill credits for flow through can double to a total of $1,390,000, with the additional $695,000 to be paid from MOE dollars only when MOE doubling is not triggered within the same time period. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	≥ 80%
OR-5-03	% Flow Through – Achieved – UNE	≥ 95%

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then $173,750 will be credited to all CLECs purchasing UNEs based on

the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops. Performance will be measured for the first time under this measure upon Verizon RI's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance:

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Processed				
UNE	25000	21000	22000	68000
Total % Flow Through - UNE for Quarter:				73.5%
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Designed to Flow Through:				
UNE	18000	19000	18000	55000
Total % Achieved Flow Through – UNE for Quarter:				90.9%

In this example, neither metric met the performance threshold, therefore, $173,750 would have been credited to all CLECs purchasing UNEs.

Additional Hot Cut Loop Performance Measures:

An additional $1.67 million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01– "% On-Time Hot Cut Loop" and PR-6-02 –

"% Installation Troubles within 7 Days – Hot Cut Loop."[1] If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop[2]	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon RI does not satisfy the above standards for two consecutive months, it will distribute $69,583 to the affected CLECs. Under Tier II, if Verizon RI does not satisfy the above standards for a single month, it will distribute $139,166 to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-4-06	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	$139,166	$69,583	$0	$0

In month 1, Verizon RI did not satisfy the more stringent requirements of Tier II and $139,166 in bill credits would be due.

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1 These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon RI does not satisfy that Critical Measure.

2 % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

In month 2, Verizon RI satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon RI failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon RI.)

In month 3 both the Tier I and II standards were met, Verizon RI would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon RI to fail these performance standards two months in a row. Verizon RI service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon RI's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional $1.252 million per annum in bill credits is available for these three measures.

A. % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

Verizon RI will provide an addition $69,555 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days." If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon RI's request are rejected as duplicates, a credit of $69,555 will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (2/15/01 version) are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

B. % SOP To Bill Completion Notice Sent Within 3 Business Days

Verizon RI will provide an additional $34,777 in bill credits each month for a new measure "% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
Exclusions:		
• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target. • Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
Performance Standard:		
90% threshold for Special Provisions		
Report Dimensions:		
Company: • CLEC aggregate		Geography: • State
Products	• EDI Notifier Trouble Tickets	
Sub-Metrics		
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	**Numerator**	**Denominator**
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:		
OR-4 Timeliness of Completion Notification		
Definition:		
Resale & UNE combined: *Completion Notification Response Time:* The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.		
Exclusions:		
• VZ Test Orders • When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month. • From OR-4-09; Complex Resale Orders		
Performance Standard:		
OR-4-09: 90% threshold for Special Provision.		
Report Dimensions OR-4 Completion Notification		
Company: • CLEC Aggregate • CLEC Specific	Geography: • State	
Sub-Metrics		
OR-4-09	**% SOP to Bill Completion Within 3 Business Days**	
Products	• EDI Orders	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

BILLING CLAIMS MEASURES

This Special Provision includes two measures to ensure that billing claims are acknowledged and resolved in a timely manner. An additional $1.599 million per annum in bill credits is available for these two measures.

Verizon RI will provide an additional $133,250 in bill credits each month for the two billing claims measures, "% CLEC Billing Claims acknowledged within 2 business days" and "% CLEC Billing Claims resolved within 28 calendar days after acknowledgement". If performance falls below 95% for any month on either of these two measures, a credit of $133,250 will be allocated to all

CLECs with activity on these metrics based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. The measures and standards are as follows:

Measure #		Threshold
BI-3-04	% CLEC Billing Claims acknowledged within 2 business days	< 95%
BI-3-05	% CLEC Billing Claims resolved within 28 calendar days after acknowledgement	< 95%

Verizon Rhode Island

PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.	Weighted Score	Market Adjustment

MODE OF ENTRY

Resale

Unbundled Network Elements

Trunks

Digital Subscriber Lines

Mode of Entry Total

CRITICAL MEASURES

1 OSS Interface

2 % On Time Ordering Notification

3 % Completed

4a % Missed Appointment - VZ - Total - EEL

4b % Missed Appointment

5 % Missed Appt. - VZ - No Disp.- Platform

6 Hot Cut Performance

7 % On Time Performance - UNE LNP

8 Missed Repair Appts.

9 Mean Time To Repair

10 % Repeat Reports within 30 Days

11 Final Trunk Groups Blocked

12 Collocation

13 Trouble Reports

Critical Measure Total

SPECIAL PROVISIONS

UNE Ordering

UNE Flow Through (Quarterly)

UNE Hot Cut Loop

EDI Measures

Billing Claims

Special Provision Total

CHANGE CONTROL

Grand Total

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

271 Backslide Market Adjustment Summary - CLEC A

Month

	Weighted Score	Market Adjustment	Number of Units in Market	Market Adjust. Rate	Number of Units for CLEC A	Total Market Adjustment for CLEC A
MODE OF ENTRY						
Resale						
Unbundled Network Elements						
Trunks						
DSL						

TOTAL MOE $ to CLEC A $0

CRITICAL MEASURES / EDI Special Provision

1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	DSL
3	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share	DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL	DSL
4a	% Missed Appointment - BA - Total - EEL	UNE
4b	% Missed Appointment - BA - Total - Specials	Resale
4b	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - No Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - Specials	UNE
4b	% Missed Appointment - BA - Total - Dispatch - New Loop	UNE
4b	% Missed Appointment - BA - Total - Trunks	Trunks
4b	Average Delay Days - Total - 2Wire xDSL	DSL
4b	Average Delay Days - Total - DSL Line Share	DSL
4b	% Missed Appointment- Dispatch - 2Wire xDSL	DSL
4b	% Missed Appt. - No Disp. - DSL Line Share	DSL
5	% Missed Appointment - BA - No Dispatch - Platform	UNE
6	% On Time Performance / % Troubles Within 7 Days	Hot Cut
7	% On Time Performance - LNP	Trunks
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
8	% Missed Repair Appt. (Loop) - DSL Line Share	DSL
9	Mean Time to Repair - Specials	Resale
9	Mean Time to Repair - Loop Trouble	Resale
9	Mean Time to Repair - Central Office	Resale
9	% Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Loop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL
9	Mean Time To Repair - Loop - Line Share	DSL
10	% Repeat Reports within 30 Days - POTS	Resale
10	% Repeat Reports within 30 Days - Specials	Resale
10	% Repeat Reports within 30 Days - POTS	UNE
10	% Repeat Reports within 30 Days - Specials	UNE
10	% Repeat Reports within 30 Days - 2Wire xDSL	DSL
10	% Repeat Reports within 30 Days - DSL Line Share	DSL
11	Final Trunk Group Blocked - 2 Months	Trunks
11	Final Trunk Group Blocked - 3 Months	Trunks
12	% On Time Response to Request for Collocation	Collocation
12	% On Time - Collocation	Collocation
12	Average Delay Days	Collocation
13	% Installation Troubles w/in 30 days - 2 Wire Digital	DSL
13	Network Trouble Report Rate --Loop 2 Wire Digital	DSL
13	Network Trouble Report Rate - Loop 2 Wire xDSL	DSL
	Special Provision - Electronic Data Interface Measures	

ical Measure / EDI Special Provision $ to CLEC A $0

Verizon RI 271 Backslide Report

Month

UNE

	Pre-Ordering	VZ	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**										
PO-1-01-	**Customer Service Record - CORBA**										
PO-1-01-	**Customer Service Record - WEB GUI**										
PO-1-02-6020	Due Date Availability - EDI										
PO-1-02-	Due Date Availability - CORBA										
PO-1-02-	Due Date Availability - WEB GUI										
PO-1-03-6020	Address Validation -EDI										
PO-1-03-	Address Validation - CORBA										
PO-1-03-	Address Validation - WEB GUI										
PO-1-04-6020	Product and Service Availability - EDI										
PO-1-04-	Product and Service Availability - CORBA										
PO-1-04-	Product and Service Availability - WEB GUI										
PO-1-05-6020	Telephone Number Availability and Reservation - EDI										
PO-1-05	TN Availability and Reservation - CORBA										
PO-1-05	TN Availability and Reservation - WEB GUI										
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**										
PO-2-02-	**OSS Interface Availability - Prime - CORBA**										
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**										
PO-3-02-3000	% Answered within 30 Seconds - Ordering										
PO-3-04-3000	% Answered within 30 Seconds - Repair										

OR	Ordering			Observations							
OR-1-02-3320	**% On Time LSRC - Flow Through - POTS - 2hrs**										
OR-1-04-3100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**										
OR-1-04-3200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials										
OR-1-06-3320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**										
OR-1-06-3200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials										
OR-2-02-3320	**% On Time LSR Reject - Flow Through - POTS**										
OR-2-04-3320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**										
OR-2-04-3200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials										
OR-2-06-3320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**										
OR-2-06-3200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials										
OR-4-09-3000	**% SOP to Bill Completion Sent w/in 3 Business Days**										
OR-5-03-3112	% Flow Through - Achieved - POTS & Specials										

PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score			
PR-3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other										
PR-3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other										
PR-4-01-3200	**% Missed Appointment - VZ - Total - Specials**										
PR-4-01-3510	**% Missed Appointment - VZ - Total - EEL**										
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF										
PR-4-02-3100	Average Delay Days - Total - POTS										
PR-4-02-3200	Average Delay Days - Total - Specials										
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform										
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - New Loop**										
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**										
PR-5-01-3100	% Missed Appointment - Facilities - POTS										
PR-5-01-3200	% Missed Appointment - Facilities - Specials										
PR-5-02-3100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-3200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-3121	% Installation Troubles within 30 days - POTS Other										
PR-6-01-3200	% Installation Troubles within 30 days - Specials										
PR-6-02-3520	**% Installation Troubles within 7 days - Hot Cut**										
PR-9-01-3520	**% On Time Performance - Hot Cut**										

MR	Maintenance & Repair							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Touble (POTS only)										
								Stat. Score			
MR-2-01-3200	Network Trouble Report Rate - Specials										
MR-2-02-3112	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-3112	% Missed Repair Appointments - Loop										
MR-3-02-3100	% Missed Repair Appointments - Central Office										
MR-4-01-3200	**Mean Time to Repair - Specials**										
MR-4-02-3112	**Mean Time to Repair - Loop Trouble**										
MR-4-03-3100	**Mean Time to Repair - CO Trouble**										
MR-4-08-3100	**% Out of Service > 24 Hours - POTS**										
MR-4-08-3200	% Out of Service > 24 Hours - Specials										
MR-5-01-3100	**% Repeat Reports w/in 30 days - POTS**										
MR-5-01-3200	**% Repeat Reports w/in 30 days - Specials**										

BI	Billing										
BI-1-02-2030	% DUF in 4 Business Days										
	"NA" - no activity "UD" - under development							Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report — Month

RESALE

	Pre-Ordering	VZ	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**										
PO-1-01-	**Customer Service Record - CORBA**										
PO-1-01-	**Customer Service Record - WEB GUI**										
PO-1-02-6020	Due Date Availability - EDI										
PO-1-02-	Due Date Availability - CORBA										
PO-1-02-	Due Date Availability - WEB GUI										
PO-1-03-6020	Address Validation -EDI										
PO-1-03-	Address Validation - CORBA										
PO-1-03-	Address Validation - WEB GUI										
PO-1-04-6020	Product and Service Availability - EDI										
PO-1-04-	Product and Service Availability - CORBA										
PO-1-04-	Product and Service Availability - WEB GUI										
PO-1-05-6020	Telephone Number Availability and Reservation - EDI										
PO-1-05	TN Availability and Reservation - CORBA										
PO-1-05	TN Availability and Reservation - WEB GUI										
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**										
PO-2-02-	**OSS Interface Availability - Prime - CORBA**										
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**										
PO-3-02-2000	% Answered within 30 Seconds - Ordering										
PO-3-04-2000	% Answered within 30 Seconds - Repair										
OR	**Ordering**			Observations							
OR-1-02-2320	**% On Time LSRC - Flow Through - POTS - 2hrs**										
OR-1-04-2100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**										
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials										
OR-1-06-2320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**										
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials										
OR-2-02-2320	**% On Time LSR Reject - Flow Through - POTS**										
OR-2-04-2320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**										
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials										
OR-2-06-2320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**										
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials										
OR-4-09-2000	**% SOP to Bill Completion Sent w/in 3 Business Days**										
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials					VZ Standard Deviation	Sampling Error	Stat. Score			
PR	**Provisioning**	VZ	CLEC	VZ	CLEC						
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS										
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS										
PR-4-01-2200	**% Missed Appointment - VZ - Total - Specials**										
PR-4-02-2100	Average Delay Days - Total - POTS										
PR-4-02-2200	Average Delay Days - Total - Specials										
PR-4-04-2100	**% Missed Appointment - VZ - Dispatch - POTS**										
PR-4-05-2100	**% Missed Appointment- VZ - No Dispatch - POTS**										
PR-5-01-2100	% Missed Appointment - Facilities - POTS										
PR-5-01-2200	% Missed Appointment - Facilities - Specials										
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-2100	% Installation Troubles within 30 days - POTS										
PR-6-01-2200	% Installation Troubles within 30 days - Specials										
MR	**Maintenance & Repair**							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Touble (POTS only)										
								Stat. Score			
MR-2-01-2200	Network Trouble Report Rate - Specials										
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-2100	% Missed Repair Appointments - Loop										
MR-3-02-2100	% Missed Repair Appointments - Central Office										
MR-4-01-2200	**Mean Time to Repair - Specials**										
MR-4-02-2100	**Mean Time to Repair - Loop Trouble**										
MR-4-03-2100	**Mean Time to Repair - CO Trouble**										
MR-4-08-2100	**% Out of Service > 24 Hours - POTS**										
MR-4-08-2200	% Out of Service > 24 Hours - Specials										
MR-5-01-2100	**% Repeat Reports w/in 30 days - POTS**										
MR-5-01-2200	**% Repeat Reports w/in 30 days - Specials**										
BI	**Billing**										
BI-1-02-2030	% DUF in 4 Business Days										
	"NA" - no activity "UD" - under development							Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report

DSL

Month

	Pre-Ordering	VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-06-	**Facility Available/Loop Qualification - EDI**						
PO-1-06-	**Facility Available/Loop Qualification - WEBGUI**						
PO-8-01-	Avg. Response Time - Manual Loop Qualification						
PO-8-02-	Avg. Response Time - Engineering Record Request						

	Ordering	Observations CLEC					
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital						
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL**						
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -Line Share**						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share						
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital						
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL**						
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) - Line Share**						
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital						
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL						
OR-2-06-	% On Time LSR/ASR Reject - facilitels check (E) - Line Share						

	Provisioning				VZ Standard Deviation	Sampling Error	Stat. Score		
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**								
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**								
PR-3-10-	**% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL**								
PR-4-02-	Average Delay Days - Total - 2Wire Digital								
PR-4-02-	**Average Delay Days - Total - 2Wire xDSL**								
PR-4-02-	**Average Delay Days - Total - Line Share**								
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital								
PR-4-04-	**% Missed Appointment- Dispatch - 2 Wire xDSL**								
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share								
PR-4-05-	**% Missed Appt. - No Disp. - Line Share**								
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital								
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL								
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share								

	Maintenance & Repair									
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital									
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL									
MR-2-02-	Network Trouble Report Rate - Loop - Line Share									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL									
MR-2-03-	Network Trouble Report Rate - CO - Line Share									
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital									
MR-3-01-	**% Missed Repair Appt. - Loop - 2Wire xDSL**									
MR-3-01-	**% Missed Repair Appt. - Loop - Line Share**									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL									
MR-3-02-	% Missed Repair Appt. - CO - Line Share									
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital									
MR-4-02-	**Mean Time To Repair - Loop - 2Wire xDSL**									
MR-4-02-	**Mean Time To Repair - Loop - Line Share**									
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital									
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL									
MR-4-03-	Mean Time To Repair - CO - Line Share									
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital									
MR-5-01-	**% Repeat Reports w/in 30 Days - 2Wire xDSL**									
MR-5-01-	**% Repeat Reports w/in 30 Days - Line Share**									
	"NA" - no activity "UD" - under development							Totals		

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Rhode Island

Month

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020	% On Time Firm Order Confirmations					
OR-1-13-5020	% On Time Design Layout Record					
OR-2-12-5000	% On TimeTrunk ASR Reject					

PR	Provisioning	Observations VZ	Observations CLEC	Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgtd. Score
PR-4-01-5000	**% Missed Appointment - VZ - Total**							
PR-4-02-5000	Average Delay Days - Total							
PR-4-07-3540	**% On Time Performance - LNP only**							
PR-5-01-5000	% Missed Appointment - Facilities							
PR-5-02-5000	% Orders Held for Facilities > 15 Days							
PR-6-01-5000	% Installation Troubles w/in 30 Days							
MR	**Maintenance & Repair**							
MR-4-01-5000	**Mean Time to Repair - Total**							
MR-5-01-5000	% Repeat Reports w/in 30 Days							
NP	**Network Performance**							
NP-1-03-5000	**# of Final Trunk Groups Blocked 2 months**							
NP-1-04-5000	**# of Final Trunk Groups Blocked 3 months**							

Collocation

Perfromance Report for Critical Measure # 12

NP	Network Performance	CLEC	Obs.	Wgt.
NP-2-01-2000	**% OT Response to Request for Physical Collocation - New**			
NP-2-01-	**% OT Response to Request for Physical Collocation - Augment**			
NP-2-02-2000	**% OT Response to Request for Virtual Collocation - New**			
NP-2-02-	**% OT Response to Request for Virtual Collocation - Augment**			
NP-2-05-2000	**% On Time - Physical Location -New**			
NP-2-05-	**% On Time - Physical Location -Augment**			
NP-2-06-2000	**% On Time - Virtual Location - New**			
NP-2-06-	**% On Time - Virtual Location - Augment**			
NP-2-07-2000	**Average Delay Days - Physical - New**			
NP-2-07-	**Average Delay Days - Physical -Augment**			
NP-2-08-2000	**Average Delay Days - Virtual - New**			
NP-2-08-	**Average Delay Days - Virtual - Augment**			

"NA" - no activity "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Month	Verizon Rhode Island CRITICAL MEASURES	Resale		UNE		Trunks		Collocation		DSL		Total
		%	$	%	$	%	$	%	$	%	$	$
	PRE-ORDERING											
1	metric **OSS Interface**											
	PO-1-01 Customer Service Record - EDI	X		X								
	PO-1-01 Customer Service Record - CORBA	X		X								
	PO-1-01 Customer Service Record - WEB GUI	X		X								
	PO-1-06 Facility Availibility (Loop Qualification) - EDI									X		
	PO-1-06 Facility Availibility (Loop Qualification) - WEB GUI									X		
	PO-2-02 OSS Interface Availability - Prime - EDI	X		X								
	PO-2-02 OSS Interface Availability - Prime - CORBA	X		X								
	PO-2-02 OSS Interface Availability - Prime - WEB GUI	X		X								
	ORDERING											
2	**% On Time Ordering Notification**											
	OR-1-02 % On Time LSRC - Flow Through - POTS - 2hrs	X		X								
	OR-1-04 % OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
	OR-1-04 % On Time LSRC <10 Lines (E) -2Wire xDSL									X		
	OR-1-04 % On Time LSRC <10 Lines (E) -DSL Line Share									X		
	OR-1-06 % OT LSRC >=10 Lines (Electronic) - POTS	X		X								
	OR-2-02 % On Time LSR Reject - Flow Through - POTS	X		X								
	OR-2-04 % OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	X		X								
	OR-2-04 % OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
	OR-2-04 % OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
	OR-2-06 % On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
	OR-4-09 % SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
	PROVISIONING											
3	**% Completed**											
	PR-3-03 % Comp. w/in 3 Days (1-5 lines) Tot.- Line Share									X		
	PR-3-10 % Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL									X		
4a	PR-4-01 **% Missed Appointment - VZ - Total - EEL**											
4b	**% Missed Appointment**											
	PR-4-01 % Missed Appointment - VZ - Total - Specials	X		X								
	PR-4-01 % Missed Appointment - VZ - Total - Trunks					X						
	PR-4-02 Average Delay Days - Total - 2Wire xDSL									X		
	PR-4-02 Average Delay Days - Total - DSL Line Share									X		
	PR-4-04 % Missed Appointment - VZ - Total - Dispatch - POTS	X										
	PR-4-04 % Missed Appt. - VZ - Total - Dispatch - New Loops			X								
	PR-4-04 % Missed Appointment- Dispatch - 2Wire xDSL									X		
	PR-4-05 % Missed Appt. - VZ - Total - No Dispatch - POTS	X										
	PR-4-05 % Missed Appt. - No Disp. - DSL Line Share									X		
5	PR-4-05 **% Missed Appt. - VZ - No Disp.- Platform**											
6	**Hot Cut Performance**											
	PR-9-01 % OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
	PR-6-02 % Troubles within 7 Days - Hot Cut			X								
7	PR-4-07 **% On Time Performance - UNE LNP**											
	MAINTENANCE											
8	**Missed Repair Appts.**											
	MR-3-01 % Missed Repair Appt. (Loop) - 2Wire xDSL									X		
	MR-3-01 % Missed Repair Appt. (Loop) - DSL Line Share									X		
9	**Mean Time To Repair**											
	MR-4-01 Mean Time To Repair - Specials	X		X								
	MR-4-01 Mean Time To Repair - Trunks					X						
	MR-4-02 Mean Time To Repair - Loop - 2Wire xDSL									X		
	MR-4-02 Mean Time To Repair - Loop - Line Share									X		
	MR-4-02 Mean Time To Repair - Loop Trouble	X		X								
	MR-4-03 Mean Time To Repair - Central Office	X		X								
	MR-4-08 % Out Of Service > 24 Hours - POTS	X		X								
10	**% Repeat Reports within 30 Days**											
	MR-5-01 % Repeat Reports w/in 30 Days - POTS	X		X								
	MR-5-01 % Repeat Reports w/in 30 Days - Specials	X		X								
	MR-5-01 % Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
	MR-5-01 % Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
	NETWORK PERFORMANCE											
11	**Final Trunk Groups Blocked**											
	NP-1-03 Blocked 2 months					X						
	NP-1-04 Blocked 3 months					X						
12	**Collocation**											
	NP-2-01/2 % On Time Response to Request for Collocation							X				
	NP-2-05/6 % On Time - Collocation							X				
	NP-2-07/8 Average Delay Days							X				
	TROUBLE REPORTS											
13	**Trouble Reports**											
	PR-6-01 % Installation Troubles w/in 30 days - 2 Wire Digital									X		
	MR-2-02 Network Trouble Report Rate –Loop 2 Wire Digital									X		
	MR-2-02 Network Trouble Report Rate - Loop 2 Wire xDSL									X		
	# of full share measures in category **Total**											

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

Special Provision - UNE Ordering

Month

		% On Time	Observations	Market Adj.
OR-1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS			
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS			
OR-2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS			
OR-2-06-3320	% On Time LSR Reject >= 10 Lines (Elec.) - POTS			

Not enough $$'s in current month to fund market adjustment!! - check prior months

Total Market Adj.*

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

Special Provision - UNE Flow Through

PR-5-01-3000	% Flow Through - Total - POTS & Specials			OR-5-03-3112	% Flow Through - Achieved - POTS & Special		
Month	%	Observations Gross #	Flow-thru	Month	%	Observations Gross #	Flow-thru
Month - 1				Month - 1			
Month - 2				Month - 2			
Month - 3				Month - 3			
Overall				Overall			

Market Adjustment *

* For allocation, any Flow Though market adjustment is combined with the MOE UNE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		% On Time Current Mo.	Observations	% On Time Prior Month	Observations
PR-9-01-3520	% On Time Performance - Hot Cut				
		%Troubles		%Troubles Prior Month	
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut				

Greater of - Tier I (2 mo) or Tier II (1mo) **Total**

Market Adjustment *

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

Special Provision - Electronic Data Interface Measures

		% On Time	Observations
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days		
		% Reject	Observations
OR-3-02	% Resubmission Rejection		

Market Adjustment

		% On Time	Observations	Market Adj.
OR-4-09	% SOP to Bill Completion within 3 Business Days			

Total Market Adj.*

* For allocation, any EDI market adjustment is allocated to all CLEC's using the EDI interface based on the number of lines in service.

Special Provision - Billing Claims Measures

		% On Time	Observations
BI-3-04	% of CLEC Billing Claims acknowleged within 2 business days		
		% On Time	Observations
BI-3-05	% of CLEC Billing Claims resolved within 28 calendar days after acknowledgement		

Total Market Adj.*

* For allocation, Billing market adjustment is allocated to CLEC's with activity on these metrics based on the number of lines in service.

Month

Change Control Assurance Plan

		% On Time	Observations	Mrkt Adj.
PO-4-01	% Change Management Notices sent on Time (type 3,4,5)			

* Cumlative number of delay days greater than 8 standard		Delay Days*	Observations
PO-4-03	Change Management Notice Delay 8 plus Days (type 1-5)		

		% Test Deck Wgt. Failure	Test Deck Wgt.
PO-6-01	% Software Validation		

* Cumlative number of delay hours greater than 48 hour standard		Delay Hours*	Observations
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround		

Total Market Adjustment
Resale allocation
UNE allocation

Month

Change Control Assurance Plan

		% On Time	Observations	Mrkt Adj.
PO-4-01	% Change Management Notices sent on Time (type 3,4,5)			

* Cumlative number of delay days greater than 8 standard		Delay Days*	Observations
PO-4-03	Change Management Notice Delay 8 plus Days (type 1-5)		

		% Test Deck Wgt. Failure	Test Deck Wgt.
PO-6-01	% Software Validation		

* Cumlative number of delay hours greater than 48 hour standard		Delay Hours*	Observations
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround		

Total Market Adjustment
Resale allocation
UNE allocation

Verizon Rhode Island

PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.	Weighted Score	Market Adjustment
MODE OF ENTRY		
Resale		
Unbundled Network Elements		
Trunks		
Digital Subscriber Lines		
Mode of Entry Total		
# **CRITICAL MEASURES**		
1 OSS Interface		
2 % On Time Ordering Notification		
3 % Completed		
4a % Missed Appointment - VZ - Total - EEL		
4b % Missed Appointment		
5 % Missed Appt. - VZ - No Disp.- Platform		
6 Hot Cut Performance		
7 % On Time Performance - UNE LNP		
8 Missed Repair Appts.		
9 Mean Time To Repair		
10 % Repeat Reports within 30 Days		
11 Final Trunk Groups Blocked		
12 Collocation		
13 Trouble Reports		
Critical Measure Total		
SPECIAL PROVISIONS		
UNE Ordering		
UNE Flow Through (Quarterly)		
UNE Hot Cut Loop		
EDI Measures		
Billing Claims		
Special Provision Total		
CHANGE CONTROL		
Grand Total		

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report

UNE — **Month**

	Pre-Ordering	VZ	CLEC	Observations		Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**								
PO-1-01-	**Customer Service Record - CORBA**								
PO-1-01-	**Customer Service Record - WEB GUI**								
PO-1-02-6020	Due Date Availability - EDI								
PO-1-02-	Due Date Availability - CORBA								
PO-1-02-	Due Date Availability - WEB GUI								
PO-1-03-6020	Address Validation -EDI								
PO-1-03-	Address Validation - CORBA								
PO-1-03-	Address Validation - WEB GUI								
PO-1-04-6020	Product and Service Availability - EDI								
PO-1-04-	Product and Service Availability - CORBA								
PO-1-04-	Product and Service Availability - WEB GUI								
PO-1-05-6020	Telephone Number Availability and Reservation - EDI								
PO-1-05	TN Availability and Reservation - CORBA								
PO-1-05	TN Availability and Reservation - WEB GUI								
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**								
PO-2-02-	**OSS Interface Availability - Prime - CORBA**								
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**								
PO-3-02-3000	% Answered within 30 Seconds - Ordering								
PO-3-04-3000	% Answered within 30 Seconds - Repair								
OR	**Ordering**								
OR-1-02-3320	**% On Time LSRC - Flow Through - POTS - 2hrs**								
OR-1-04-3100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**								
OR-1-04-3200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials								
OR-1-06-3320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**								
OR-1-06-3200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials								
OR-2-02-3320	**% On Time LSR Reject - Flow Through - POTS**								
OR-2-04-3320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**								
OR-2-04-3200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials								
OR-2-06-3320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**								
OR-2-06-3200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials								
OR-4-09-3000	**% SOP to Bill Completion Sent w/in 3 Business Days**								
OR-5-03-3112	% Flow Through - Achieved - POTS & Specials								

	Provisioning	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score		
PR-3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other									
PR-3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other									
PR-4-01-3200	**% Missed Appointment - VZ - Total - Specials**									
PR-4-01-3510	**% Missed Appointment - VZ - Total - EEL**									
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF									
PR-4-02-3100	Average Delay Days - Total - POTS									
PR-4-02-3200	Average Delay Days - Total - Specials									
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform									
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - New Loop**									
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**									
PR-5-01-3100	% Missed Appointment - Facilities - POTS									
PR-5-01-3200	% Missed Appointment - Facilities - Specials									
PR-5-02-3100	% Orders Held for Facilities > 15 days - POTS									
PR-5-02-3200	% Orders Held for Facilities > 15 days - Specials									
PR-6-01-3121	% Installation Troubles within 30 days - POTS Other									
PR-6-01-3200	% Installation Troubles within 30 days - Specials									
PR-6-02-3520	**% Installation Troubles within 7 days - Hot Cut**									
PR-9-01-3520	**% On Time Performance - Hot Cut**									

	Maintenance & Repair	Diff.			
MR-1-01-2000	Average Response Time - Create Trouble				
MR-1-03-2000	Average Response Time - Modify Trouble				
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble				
MR-1-06-2000	Average Response Time - Test Touble (POTS only)				
		Stat. Score			
MR-2-01-3200	Network Trouble Report Rate - Specials				
MR-2-02-3112	Network Trouble Report Rate - Loop (POTS)				
MR-3-01-3112	% Missed Repair Appointments - Loop				
MR-3-02-3100	% Missed Repair Appointments - Central Office				
MR-4-01-3200	**Mean Time to Repair - Specials**				
MR-4-02-3112	**Mean Time to Repair - Loop Trouble**				
MR-4-03-3100	**Mean Time to Repair - CO Trouble**				
MR-4-08-3100	**% Out of Service > 24 Hours - POTS**				
MR-4-08-3200	% Out of Service > 24 Hours - Specials				
MR-5-01-3100	**% Repeat Reports w/in 30 days - POTS**				
MR-5-01-3200	**% Repeat Reports w/in 30 days - Specials**				

	Billing				
BI-1-02-2030	% DUF in 4 Business Days				
	"NA" - no activity "UD" - under development	Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report

Month

RESALE

	Pre-Ordering	VZ	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**										
PO-1-01-	**Customer Service Record - CORBA**										
PO-1-01-	**Customer Service Record - WEB GUI**										
PO-1-02-6020	Due Date Availability - EDI										
PO-1-02-	Due Date Availability - CORBA										
PO-1-02-	Due Date Availability - WEB GUI										
PO-1-03-6020	Address Validation -EDI										
PO-1-03-	Address Validation - CORBA										
PO-1-03-	Address Validation - WEB GUI										
PO-1-04-6020	Product and Service Availability - EDI										
PO-1-04-	Product and Service Availability - CORBA										
PO-1-04-	Product and Service Availability - WEB GUI										
PO-1-05-6020	Telephone Number Availability and Reservation - EDI										
PO-1-05	TN Availability and Reservation - CORBA										
PO-1-05	TN Availability and Reservation - WEB GUI										
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**										
PO-2-02-	**OSS Interface Availability - Prime - CORBA**										
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**										
PO-3-02-2000	% Answered within 30 Seconds - Ordering										
PO-3-04-2000	% Answered within 30 Seconds - Repair										
OR	**Ordering**			Observations							
OR-1-02-2320	**% On Time LSRC - Flow Through - POTS - 2hrs**										
OR-1-04-2100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**										
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials										
OR-1-06-2320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**										
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials										
OR-2-02-2320	**% On Time LSR Reject - Flow Through - POTS**										
OR-2-04-2320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**										
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials										
OR-2-06-2320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**										
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials										
OR-4-09-2000	**% SOP to Bill Completion Sent w/in 3 Business Days**										
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials					VZ Standard Deviation	Sampling Error	Stat. Score			
PR	**Provisioning**	VZ	CLEC	VZ	CLEC						
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS										
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS										
PR-4-01-2200	**% Missed Appointment - VZ - Total - Specials**										
PR-4-02-2100	Average Delay Days - Total - POTS										
PR-4-02-2200	Average Delay Days - Total - Specials										
PR-4-04-2100	**% Missed Appointment - VZ - Dispatch - POTS**										
PR-4-05-2100	**% Missed Appointment- VZ - No Dispatch - POTS**										
PR-5-01-2100	% Missed Appointment - Facilities - POTS										
PR-5-01-2200	% Missed Appointment - Facilities - Specials										
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-2100	% Installation Troubles within 30 days - POTS										
PR-6-01-2200	% Installation Troubles within 30 days - Specials										
MR	**Maintenance & Repair**							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Touble (POTS only)										
								Stat. Score			
MR-2-01-2200	Network Trouble Report Rate - Specials										
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-2100	% Missed Repair Appointments - Loop										
MR-3-02-2100	% Missed Repair Appointments - Central Office										
MR-4-01-2200	**Mean Time to Repair - Specials**										
MR-4-02-2100	**Mean Time to Repair - Loop Trouble**										
MR-4-03-2100	**Mean Time to Repair - CO Trouble**										
MR-4-08-2100	**% Out of Service > 24 Hours - POTS**										
MR-4-08-2200	% Out of Service > 24 Hours - Specials										
MR-5-01-2100	**% Repeat Reports w/in 30 days - POTS**										
MR-5-01-2200	**% Repeat Reports w/in 30 days - Specials**										
BI	**Billing**										
BI-1-02-2030	% DUF in 4 Business Days										
	"NA" - no activity "UD" - under development							Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

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DSL

Month

	Pre-Ordering	VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-06-	**Facility Available/Loop Qualification - EDI**						
PO-1-06-	**Facility Available/Loop Qualification - WEBGUI**						
PO-8-01-	Avg. Response Time - Manual Loop Qualification						
PO-8-02-	Avg. Response Time - Engineering Record Request						
OR	**Ordering**			Observations CLEC			
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital						
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL**						
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -Line Share**						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL						
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share						
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital						
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL**						
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) - Line Share**						
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital						
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL						
OR-2-06-	% On Time LSR/ASR Reject - facilitels check (E) - Line Share						
PR	**Provisioning**			VZ Standard Deviation	Sampling Error	Stat. Score	
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**						
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**						
PR-3-10-	**% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL**						
PR-4-02-	Average Delay Days - Total - 2Wire Digital						
PR-4-02-	**Average Delay Days - Total - 2Wire xDSL**						
PR-4-02-	**Average Delay Days - Total - Line Share**						
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital						
PR-4-04-	**% Missed Appointment- Dispatch - 2 Wire xDSL**						
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share						
PR-4-05-	**% Missed Appt. - No Disp. - Line Share**						
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital						
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL						
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share						
MR	**Maintenance & Repair**						
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital						
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL						
MR-2-02-	Network Trouble Report Rate - Loop - Line Share						
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital						
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL						
MR-2-03-	Network Trouble Report Rate - CO - Line Share						
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital						
MR-3-01-	**% Missed Repair Appt. - Loop - 2Wire xDSL**						
MR-3-01-	**% Missed Repair Appt. - Loop - Line Share**						
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital						
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL						
MR-3-02-	% Missed Repair Appt. - CO - Line Share						
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital						
MR-4-02-	**Mean Time To Repair - Loop - 2Wire xDSL**						
MR-4-02-	**Mean Time To Repair - Loop - Line Share**						
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital						
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL						
MR-4-03-	Mean Time To Repair - CO - Line Share						
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital						
MR-5-01-	**% Repeat Reports w/in 30 Days - 2Wire xDSL**						
MR-5-01-	**% Repeat Reports w/in 30 Days - Line Share**						
						Totals	

"NA" - no activity "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Rhode Island

Month

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INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020	% On Time Firm Order Confirmations					
OR-1-13-5020	% On Time Design Layout Record					
OR-2-12-5000	% On TimeTrunk ASR Reject					

PR	Provisioning	Observations VZ	Observations CLEC	Standard Deviation VZ	Sampling Error VZ	Stat. Score	Perf. Score	Wgtd. Score
PR-4-01-5000	**% Missed Appointment - VZ - Total**							
PR-4-02-5000	Average Delay Days - Total							
PR-4-07-3540	**% On Time Performance - LNP only**							
PR-5-01-5000	% Missed Appointment - Facilities							
PR-5-02-5000	% Orders Held for Facilities > 15 Days							
PR-6-01-5000	% Installation Troubles w/in 30 Days							
MR	**Maintenance & Repair**							
MR-4-01-5000	**Mean Time to Repair - Total**							
MR-5-01-5000	% Repeat Reports w/in 30 Days							
NP	**Network Performance**							
NP-1-03-5000	**# of Final Trunk Groups Blocked 2 months**							
NP-1-04-5000	**# of Final Trunk Groups Blocked 3 months**							

Collocation

Perfromance Report for Critical Measure # 12

NP	Network Performance	CLEC	Obs.	Wgt.
NP-2-01-2000	**% OT Response to Request for Physical Collocation - New**			
NP-2-01-	**% OT Response to Request for Physical Collocation - Augment**			
NP-2-02-2000	**% OT Response to Request for Virtual Collocation - New**			
NP-2-02-	**% OT Response to Request for Virtual Collocation - Augment**			
NP-2-05-2000	**% On Time - Physical Location -New**			
NP-2-05-	**% On Time - Physical Location -Augment**			
NP-2-06-2000	**% On Time - Virtual Location - New**			
NP-2-06-	**% On Time - Virtual Location - Augment**			
NP-2-07-2000	**Average Delay Days - Physical - New**			
NP-2-07-	**Average Delay Days - Physical -Augment**			
NP-2-08-2000	**Average Delay Days - Virtual - New**			
NP-2-08-	**Average Delay Days - Virtual - Augment**			

"NA" - no activity "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Month	Verizon Rhode Island	Resale		UNE		Trunks		Collocation		DSL		Total
	CRITICAL MEASURES	%	$	%	$	%	$	%	$	%	$	$
	PRE-ORDERING											
1	metric **OSS Interface**											
	PO-1-01 Customer Service Record - EDI	X		X								
	PO-1-01 Customer Service Record - CORBA	X		X								
	PO-1-01 Customer Service Record - WEB GUI	X		X								
	PO-1-06 Facility Availibility (Loop Qualification) - EDI									X		
	PO-1-06 Facility Availibility (Loop Qualification) - WEB GUI									X		
	PO-2-02 OSS Interface Availability - Prime - EDI	X		X								
	PO-2-02 OSS Interface Availability - Prime - CORBA	X		X								
	PO-2-02 OSS Interface Availability - Prime - WEB GUI	X		X								
	ORDERING											
2	**% On Time Ordering Notification**											
	OR-1-02 % On Time LSRC - Flow Through - POTS - 2hrs	X		X								
	OR-1-04 % OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
	OR-1-04 % On Time LSRC <10 Lines (E) -2Wire xDSL									X		
	OR-1-04 % On Time LSRC <10 Lines (E) -DSL Line Share									X		
	OR-1-06 % OT LSRC >=10 Lines (Electronic) - POTS	X		X								
	OR-2-02 % On Time LSR Reject - Flow Through - POTS	X		X								
	OR-2-04 % OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	X		X								
	OR-2-04 % OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
	OR-2-04 % OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
	OR-2-06 % On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
	OR-4-09 % SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
	PROVISIONING											
3	**% Completed**											
	PR-3-03 % Comp. w/in 3 Days (1-5 lines) Tot.- Line Share									X		
	PR-3-10 % Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL									X		
4a	PR-4-01 **% Missed Appointment - VZ - Total - EEL**											
4b	**% Missed Appointment**											
	PR-4-01 % Missed Appointment - VZ - Total - Specials	X		X								
	PR-4-01 % Missed Appointment - VZ - Total - Trunks					X						
	PR-4-02 Average Delay Days - Total - 2Wire xDSL									X		
	PR-4-02 Average Delay Days - Total - DSL Line Share									X		
	PR-4-04 % Missed Appointment - VZ - Total - Dispatch - POTS	X										
	PR-4-04 % Missed Appt. - VZ - Total - Dispatch - New Loops			X								
	PR-4-04 % Missed Appointment- Dispatch - 2Wire xDSL									X		
	PR-4-05 % Missed Appt. - VZ - Total - No Dispatch - POTS	X										
	PR-4-05 % Missed Appt. - No Disp. - DSL Line Share									X		
5	PR-4-05 **% Missed Appt. - VZ - No Disp.- Platform**											
6	**Hot Cut Performance**											
	PR-9-01 % OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
	PR-6-02 % Troubles within 7 Days - Hot Cut			X								
7	PR-4-07 **% On Time Performance - UNE LNP**											
	MAINTENANCE											
8	**Missed Repair Appts.**											
	MR-3-01 % Missed Repair Appt. (Loop) - 2Wire xDSL									X		
	MR-3-01 % Missed Repair Appt. (Loop) - DSL Line Share									X		
9	**Mean Time To Repair**											
	MR-4-01 Mean Time To Repair - Specials	X		X								
	MR-4-01 Mean Time To Repair - Trunks					X						
	MR-4-02 Mean Time To Repair - Loop - 2Wire xDSL									X		
	MR-4-02 Mean Time To Repair - Loop - Line Share									X		
	MR-4-02 Mean Time To Repair - Loop Trouble	X		X								
	MR-4-03 Mean Time To Repair - Central Office	X		X								
	MR-4-08 % Out Of Service > 24 Hours - POTS	X		X								
10	**% Repeat Reports within 30 Days**											
	MR-5-01 % Repeat Reports w/in 30 Days - POTS	X		X								
	MR-5-01 % Repeat Reports w/in 30 Days - Specials	X		X								
	MR-5-01 % Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
	MR-5-01 % Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
	NETWORK PERFORMANCE											
11	**Final Trunk Groups Blocked**											
	NP-1-03 Blocked 2 months					X						
	NP-1-04 Blocked 3 months					X						
12	**Collocation**											
	NP-2-01/2 % On Time Response to Request for Collocation							X				
	NP-2-05/6 % On Time - Collocation							X				
	NP-2-07/8 Average Delay Days							X				
	TROUBLE REPORTS											
13	**Trouble Reports**											
	PR-6-01 % Installation Troubles w/in 30 days - 2 Wire Digital									X		
	MR-2-02 Network Trouble Report Rate –Loop 2 Wire Digital									X		
	MR-2-02 Network Trouble Report Rate - Loop 2 Wire xDSL									X		
	# of full share measures in category **Total**											

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Rhode Island

PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.	Weighted Score	Market Adjustment
MODE OF ENTRY		
Resale		
Unbundled Network Elements		
Trunks		
Digital Subscriber Lines		
Mode of Entry Total		
# **CRITICAL MEASURES**		
1 OSS Interface		
2 % On Time Ordering Notification		
3 % Completed		
4a % Missed Appointment - VZ - Total - EEL		
4b % Missed Appointment		
5 % Missed Appt. - VZ - No Disp.- Platform		
6 Hot Cut Performance		
7 % On Time Performance - UNE LNP		
8 Missed Repair Appts.		
9 Mean Time To Repair		
10 % Repeat Reports within 30 Days		
11 Final Trunk Groups Blocked		
12 Collocation		
13 Trouble Reports		
Critical Measure Total		
SPECIAL PROVISIONS		
UNE Ordering		
UNE Flow Through (Quarterly)		
UNE Hot Cut Loop		
EDI Measures		
Billing Claims		
Special Provision Total		
CHANGE CONTROL		
Grand Total		

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

271 Backslide Market Adjustment Summary - CLEC A

Month

	Weighted Score	Market Adjustment	Number of Units in Market	Market Adjust. Rate	Number of Units for CLEC A	Total Market Adjustment for CLEC A
MODE OF ENTRY						
Resale						
Unbundled Network Elements						
Trunks						
DSL						

TOTAL MOE $ to CLEC A $0

CRITICAL MEASURES / EDI Special Provision

1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	DSL
3	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share	DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL	DSL
4a	% Missed Appointment - BA - Total - EEL	UNE
4b	% Missed Appointment - BA - Total - Specials	Resale
4b	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - No Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - Specials	UNE
4b	% Missed Appointment - BA - Total - Dispatch - New Loop	UNE
4b	% Missed Appointment - BA - Total - Trunks	Trunks
4b	Average Delay Days - Total - 2Wire xDSL	DSL
4b	Average Delay Days - Total - DSL Line Share	DSL
4b	% Missed Appointment- Dispatch - 2Wire xDSL	DSL
4b	% Missed Appt. - No Disp. - DSL Line Share	DSL
5	% Missed Appointment - BA - No Dispatch - Platform	UNE
6	% On Time Performance / % Troubles Within 7 Days	Hot Cut
7	% On Time Performance - LNP	Trunks
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
8	% Missed Repair Appt. (Loop) - DSL Line Share	DSL
9	Mean Time to Repair - Specials	Resale
9	Mean Time to Repair - Loop Trouble	Resale
9	Mean Time to Repair - Central Office	Resale
9	% Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Loop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL
9	Mean Time To Repair - Loop - Line Share	DSL
10	% Repeat Reports within 30 Days - POTS	Resale
10	% Repeat Reports within 30 Days - Specials	Resale
10	% Repeat Reports within 30 Days - POTS	UNE
10	% Repeat Reports within 30 Days - Specials	UNE
10	% Repeat Reports within 30 Days - 2Wire xDSL	DSL
10	% Repeat Reports within 30 Days - DSL Line Share	DSL
11	Final Trunk Group Blocked - 2 Months	Trunks
11	Final Trunk Group Blocked - 3 Months	Trunks
12	% On Time Response to Request for Collocation	Collocation
12	% On Time - Collocation	Collocation
12	Average Delay Days	Collocation
13	% Installation Troubles w/in 30 days - 2 Wire Digital	DSL
13	Network Trouble Report Rate –Loop 2 Wire Digital	DSL
13	Network Trouble Report Rate - Loop 2 Wire xDSL	DSL
	Special Provision - Electronic Data Interface Measures	

ical Measure / EDI Special Provision $ to CLEC A $0

Verizon RI 271 Backslide Report

Month

UNE

	Pre-Ordering	VZ	CLEC					Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**										
PO-1-01-	**Customer Service Record - CORBA**										
PO-1-01-	**Customer Service Record - WEB GUI**										
PO-1-02-6020	Due Date Availability - EDI										
PO-1-02-	Due Date Availability - CORBA										
PO-1-02-	Due Date Availability - WEB GUI										
PO-1-03-6020	Address Validation -EDI										
PO-1-03-	Address Validation - CORBA										
PO-1-03-	Address Validation - WEB GUI										
PO-1-04-6020	Product and Service Availability - EDI										
PO-1-04-	Product and Service Availability - CORBA										
PO-1-04-	Product and Service Availability - WEB GUI										
PO-1-05-6020	Telephone Number Availability and Reservation - EDI										
PO-1-05	TN Availability and Reservation - CORBA										
PO-1-05	TN Availability and Reservation - WEB GUI										
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**										
PO-2-02-	**OSS Interface Availability - Prime - CORBA**										
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**										
PO-3-02-3000	% Answered within 30 Seconds - Ordering										
PO-3-04-3000	% Answered within 30 Seconds - Repair										
OR	**Ordering**			Observations							
OR-1-02-3320	**% On Time LSRC - Flow Through - POTS - 2hrs**										
OR-1-04-3100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**										
OR-1-04-3200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials										
OR-1-06-3320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**										
OR-1-06-3200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials										
OR-2-02-3320	**% On Time LSR Reject - Flow Through - POTS**										
OR-2-04-3320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**										
OR-2-04-3200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials										
OR-2-06-3320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**										
OR-2-06-3200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials										
OR-4-09-3000	**% SOP to Bill Completion Sent w/in 3 Business Days**										
OR-5-03-3112	% Flow Through - Achieved - POTS & Specials										
PR	**Provisioning**	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score			
PR-3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other										
PR-3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other										
PR-4-01-3200	**% Missed Appointment - VZ - Total - Specials**										
PR-4-01-3510	**% Missed Appointment - VZ - Total - EEL**										
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF										
PR-4-02-3100	Average Delay Days - Total - POTS										
PR-4-02-3200	Average Delay Days - Total - Specials										
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform										
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - New Loop**										
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**										
PR-5-01-3100	% Missed Appointment - Facilities - POTS										
PR-5-01-3200	% Missed Appointment - Facilities - Specials										
PR-5-02-3100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-3200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-3121	% Installation Troubles within 30 days - POTS Other										
PR-6-01-3200	% Installation Troubles within 30 days - Specials										
PR-6-02-3520	**% Installation Troubles within 7 days - Hot Cut**										
PR-9-01-3520	**% On Time Performance - Hot Cut**										
MR	**Maintenance & Repair**							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Touble (POTS only)										
								Stat. Score			
MR-2-01-3200	Network Trouble Report Rate - Specials										
MR-2-02-3112	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-3112	% Missed Repair Appointments - Loop										
MR-3-02-3100	% Missed Repair Appointments - Central Office										
MR-4-01-3200	**Mean Time to Repair - Specials**										
MR-4-02-3112	**Mean Time to Repair - Loop Trouble**										
MR-4-03-3100	**Mean Time to Repair - CO Trouble**										
MR-4-08-3100	**% Out of Service > 24 Hours - POTS**										
MR-4-08-3200	% Out of Service > 24 Hours - Specials										
MR-5-01-3100	**% Repeat Reports w/in 30 days - POTS**										
MR-5-01-3200	**% Repeat Reports w/in 30 days - Specials**										
BI	**Billing**										
BI-1-02-2030	% DUF in 4 Business Days										
	"NA" - no activity "UD" - under development							Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report

Month

RESALE

	Pre-Ordering	VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**						
PO-1-01-	**Customer Service Record - CORBA**						
PO-1-01-	**Customer Service Record - WEB GUI**						
PO-1-02-6020	Due Date Availability - EDI						
PO-1-02-	Due Date Availability - CORBA						
PO-1-02-	Due Date Availability - WEB GUI						
PO-1-03-6020	Address Validation -EDI						
PO-1-03-	Address Validation - CORBA						
PO-1-03-	Address Validation - WEB GUI						
PO-1-04-6020	Product and Service Availability - EDI						
PO-1-04-	Product and Service Availability - CORBA						
PO-1-04-	Product and Service Availability - WEB GUI						
PO-1-05-6020	Telephone Number Availability and Reservation - EDI						
PO-1-05	TN Availability and Reservation - CORBA						
PO-1-05	TN Availability and Reservation - WEB GUI						
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**						
PO-2-02-	**OSS Interface Availability - Prime - CORBA**						
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**						
PO-3-02-2000	% Answered within 30 Seconds - Ordering						
PO-3-04-2000	% Answered within 30 Seconds - Repair						

OR	Ordering			Observations						
OR-1-02-2320	**% On Time LSRC - Flow Through - POTS - 2hrs**									
OR-1-04-2100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**									
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials									
OR-1-06-2320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**									
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials									
OR-2-02-2320	**% On Time LSR Reject - Flow Through - POTS**									
OR-2-04-2320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**									
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials									
OR-2-06-2320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**									
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials									
OR-4-09-2000	**% SOP to Bill Completion Sent w/in 3 Business Days**									
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials									

PR	Provisioning	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score			
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS										
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS										
PR-4-01-2200	**% Missed Appointment - VZ - Total - Specials**										
PR-4-02-2100	Average Delay Days - Total - POTS										
PR-4-02-2200	Average Delay Days - Total - Specials										
PR-4-04-2100	**% Missed Appointment - VZ - Dispatch - POTS**										
PR-4-05-2100	**% Missed Appointment- VZ - No Dispatch - POTS**										
PR-5-01-2100	% Missed Appointment - Facilities - POTS										
PR-5-01-2200	% Missed Appointment - Facilities - Specials										
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS										
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials										
PR-6-01-2100	% Installation Troubles within 30 days - POTS										
PR-6-01-2200	% Installation Troubles within 30 days - Specials										

MR	Maintenance & Repair							Diff.			
MR-1-01-2000	Average Response Time - Create Trouble										
MR-1-03-2000	Average Response Time - Modify Trouble										
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble										
MR-1-06-2000	Average Response Time - Test Touble (POTS only)										
								Stat. Score			
MR-2-01-2200	Network Trouble Report Rate - Specials										
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)										
MR-3-01-2100	% Missed Repair Appointments - Loop										
MR-3-02-2100	% Missed Repair Appointments - Central Office										
MR-4-01-2200	**Mean Time to Repair - Specials**										
MR-4-02-2100	**Mean Time to Repair - Loop Trouble**										
MR-4-03-2100	**Mean Time to Repair - CO Trouble**										
MR-4-08-2100	**% Out of Service > 24 Hours - POTS**										
MR-4-08-2200	% Out of Service > 24 Hours - Specials										
MR-5-01-2100	**% Repeat Reports w/in 30 days - POTS**										
MR-5-01-2200	**% Repeat Reports w/in 30 days - Specials**										

BI	Billing										
BI-1-02-2030	% DUF in 4 Business Days										
	"NA" - no activity "UD" - under development							Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon RI 271 Backslide Report

DSL

Month

	Pre-Ordering	VZ	CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-06-	**Facility Available/Loop Qualification - EDI**						
PO-1-06-	**Facility Available/Loop Qualification - WEBGUI**						
PO-8-01-	Avg. Response Time - Manual Loop Qualification						
PO-8-02-	Avg. Response Time - Engineering Record Request						

	Ordering	Observations CLEC	Diff.	Perf. Score	Wgt.	Wgtd. Score
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital					
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL**					
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -Line Share**					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL					
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share					
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital					
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL**					
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) - Line Share**					
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital					
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL					
OR-2-06-	% On Time LSR/ASR Reject - facliiteis check (E) - Line Share					

	Provisioning	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**									
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**									
PR-3-10-	**% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL**									
PR-4-02-	Average Delay Days - Total - 2Wire Digital									
PR-4-02-	**Average Delay Days - Total - 2Wire xDSL**									
PR-4-02-	**Average Delay Days - Total - Line Share**									
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital									
PR-4-04-	**% Missed Appointment- Dispatch - 2 Wire xDSL**									
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share									
PR-4-05-	**% Missed Appt. - No Disp. - Line Share**									
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital									
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL									
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share									

	Maintenance & Repair	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score	Diff.	Perf. Score	Wgt.	Wgtd. Score
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital									
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL									
MR-2-02-	Network Trouble Report Rate - Loop - Line Share									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL									
MR-2-03-	Network Trouble Report Rate - CO - Line Share									
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital									
MR-3-01-	**% Missed Repair Appt. - Loop - 2Wire xDSL**									
MR-3-01-	**% Missed Repair Appt. - Loop - Line Share**									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL									
MR-3-02-	% Missed Repair Appt. - CO - Line Share									
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital									
MR-4-02-	**Mean Time To Repair - Loop - 2Wire xDSL**									
MR-4-02-	**Mean Time To Repair - Loop - Line Share**									
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital									
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL									
MR-4-03-	Mean Time To Repair - CO - Line Share									
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital									
MR-5-01-	**% Repeat Reports w/in 30 Days - 2Wire xDSL**									
MR-5-01-	**% Repeat Reports w/in 30 Days - Line Share**									

"NA" - no activity "UD" - under development

Totals

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Rhode Island

Month

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.	Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020	% On Time Firm Order Confirmations					
OR-1-13-5020	% On Time Design Layout Record					
OR-2-12-5000	% On TimeTrunk ASR Reject					

PR	Provisioning	VZ		Observations VZ	Observations CLEC	VZ Standard Deviation	Sampling Error	Stat. Score	Perf. Score	Wgt.	Wgtd. Score
PR-4-01-5000	**% Missed Appointment - VZ - Total**										
PR-4-02-5000	Average Delay Days - Total										
PR-4-07-3540	**% On Time Performance - LNP only**										
PR-5-01-5000	% Missed Appointment - Facilities										
PR-5-02-5000	% Orders Held for Facilities > 15 Days										
PR-6-01-5000	% Installation Troubles w/in 30 Days										
MR	**Maintenance & Repair**										
MR-4-01-5000	**Mean Time to Repair - Total**										
MR-5-01-5000	% Repeat Reports w/in 30 Days										
NP	**Network Performance**										
NP-1-03-5000	**# of Final Trunk Groups Blocked 2 months**										
NP-1-04-5000	**# of Final Trunk Groups Blocked 3 months**										

Collocation

Perfromance Report for Critical Measure # 12

NP	Network Performance	CLEC	Obs.	Wgt.
NP-2-01-2000	**% OT Response to Request for Physical Collocation - New**			
NP-2-01-	**% OT Response to Request for Physical Collocation - Augment**			
NP-2-02-2000	**% OT Response to Request for Virtual Collocation - New**			
NP-2-02-	**% OT Response to Request for Virtual Collocation - Augment**			
NP-2-05-2000	**% On Time - Physical Location -New**			
NP-2-05-	**% On Time - Physical Location -Augment**			
NP-2-06-2000	**% On Time - Virtual Location - New**			
NP-2-06-	**% On Time - Virtual Location - Augment**			
NP-2-07-2000	**Average Delay Days - Physical - New**			
NP-2-07-	**Average Delay Days - Physical -Augment**			
NP-2-08-2000	**Average Delay Days - Virtual - New**			
NP-2-08-	**Average Delay Days - Virtual - Augment**			

"NA" - no activity "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Month		Verizon Rhode Island	Resale		UNE		Trunks		Collocation		DSL		Total
		CRITICAL MEASURES	%	$	%	$	%	$	%	$	%	$	$
		PRE-ORDERING											
1	metric	**OSS Interface**											
	PO-1-01	Customer Service Record - EDI	X		X								
	PO-1-01	Customer Service Record - CORBA	X		X								
	PO-1-01	Customer Service Record - WEB GUI	X		X								
	PO-1-06	Facility Availibility (Loop Qualification) - EDI									X		
	PO-1-06	Facility Availibility (Loop Qualification) - WEB GUI									X		
	PO-2-02	OSS Interface Availability - Prime - EDI	X		X								
	PO-2-02	OSS Interface Availability - Prime - CORBA	X		X								
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	X		X								
		ORDERING											
2		**% On Time Ordering Notification**											
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	X		X								
	OR-1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
	OR-1-04	% On Time LSRC <10 Lines (E) -2Wire xDSL									X		
	OR-1-04	% On Time LSRC <10 Lines (E) -DSL Line Share									X		
	OR-1-06	% OT LSRC >=10 Lines (Electronic) - POTS	X		X								
	OR-2-02	% On Time LSR Reject - Flow Through - POTS	X		X								
	OR-2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	X		X								
	OR-2-04	% OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
	OR-2-04	% OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
	OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
		PROVISIONING											
3		**% Completed**											
	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share									X		
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL									X		
4a	PR-4-01	**% Missed Appointment - VZ - Total - EEL**											
4b		**% Missed Appointment**											
	PR-4-01	% Missed Appointment - VZ - Total - Specials	X		X								
	PR-4-01	% Missed Appointment - VZ - Total - Trunks					X						
	PR-4-02	Average Delay Days - Total - 2Wire xDSL									X		
	PR-4-02	Average Delay Days - Total - DSL Line Share									X		
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	X										
	PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops			X								
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL									X		
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	X										
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share									X		
5	PR-4-05	**% Missed Appt. - VZ - No Disp.- Platform**											
6		**Hot Cut Performance**											
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
	PR-6-02	% Troubles within 7 Days - Hot Cut			X								
7	PR-4-07	**% On Time Performance - UNE LNP**											
		MAINTENANCE											
8		**Missed Repair Appts.**											
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL									X		
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share									X		
9		**Mean Time To Repair**											
	MR-4-01	Mean Time To Repair - Specials	X		X								
	MR-4-01	Mean Time To Repair - Trunks					X						
	MR-4-02	Mean Time To Repair - Loop - 2Wire xDSL									X		
	MR-4-02	Mean Time To Repair - Loop - Line Share									X		
	MR-4-02	Mean Time To Repair - Loop Trouble	X		X								
	MR-4-03	Mean Time To Repair - Central Office	X		X								
	MR-4-08	% Out Of Service > 24 Hours - POTS	X		X								
10		**% Repeat Reports within 30 Days**											
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	X		X								
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
		NETWORK PERFORMANCE											
11		**Final Trunk Groups Blocked**											
	NP-1-03	Blocked 2 months					X						
	NP-1-04	Blocked 3 months					X						
12		**Collocation**											
	NP-2-01/2	% On Time Response to Request for Collocation							X				
	NP-2-05/6	% On Time - Collocation							X				
	NP-2-07/8	Average Delay Days							X				
		TROUBLE REPORTS											
13		**Trouble Reports**											
	PR-6-01	% Installation Troubles w/in 30 days - 2 Wire Digital									X		
	MR-2-02	Network Trouble Report Rate –Loop 2 Wire Digital									X		
	MR-2-02	Network Trouble Report Rate - Loop 2 Wire xDSL									X		
		# of full share measures in category **Total**											

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

Month

Special Provision - UNE Ordering

		% On Time	Observations	Market Adj.
OR-1-04-3100	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS			
OR-1-06-3320	% On Time LSRC >=10 Lines (Electronic) - POTS			
OR-2-04-3320	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS			
OR-2-06-3320	% On Time LSR Reject >= 10 Lines (Elec.) - POTS			

Not enough $$'s in current month to fund market adjustment!! - check prior months

Total Market Adj.*

* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

Special Provision - UNE Flow Through

PR-5-01-3000 % Flow Through - Total - POTS & Specials

Month	%	Observations Gross #	Flow-thru
Month - 1			
Month - 2			
Month - 3			
Overall			

OR-5-03-3112 % Flow Through - Achieved - POTS & Special

Month	%	Observations Gross #	Flow-thru
Month - 1			
Month - 2			
Month - 3			
Overall			

Market Adjustment *

* For allocation, any Flow Though market adjustment is combined with the MOE UNE market adjustment allocation.

Special Provision - Hot Cut - Loop Performance

		% On Time Current Mo.	Observations	% On Time Prior Month	Observations
PR-9-01-3520	% On Time Performance - Hot Cut				

		%Troubles	%Troubles Prior Month
PR-6-02-3520	% Installation Troubles within 7 days - Hot Cut		

Greater of - Tier I (2 mo) or Tier II (1mo) Total

Market Adjustment *

* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

Special Provision - Electronic Data Interface Measures

		% On Time	Observations
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days		

		% Reject	Observations
OR-3-02	% Resubmission Rejection		

Market Adjustment

		% On Time	Observations	Market Adj.
OR-4-09	% SOP to Bill Completion within 3 Business Days			

Total Market Adj.*

* For allocation, any EDI market adjustment is allocated to all CLEC's using the EDI interface based on the number of lines in service.

Special Provision - Billing Claims Measures

		% On Time	Observations
BI-3-04	% of CLEC Billing Claims acknowleged within 2 business days		

		% On Time	Observations
BI-3-05	% of CLEC Billing Claims resolved within 28 calendar days after acknowledgement		

Total Market Adj.*

* For allocation, Billing market adjustment is allocated to CLEC's with activity on these metrics based on the number of lines in service.

Month

Change Control Assurance Plan

		% On Time	Observations	Mrkt Adj.
PO-4-01	% Change Management Notices sent on Time (type 3,4,5)			

* Cumlative number of delay days greater than 8 standard		Delay Days*	Observations
PO-4-03	Change Management Notice Delay 8 plus Days (type 1-5)		

		% Test Deck Wgt. Failure	Test Deck Wgt.
PO-6-01	% Software Validation		

* Cumlative number of delay hours greater than 48 hour standard		Delay Hours*	Observations
PO-7-04	Delay Hours - Failed/Rejected Test Deck Transactions Transactions failed, no workaround		

Total Market Adjustment
Resale allocation
UNE allocation

Verizon Rhode Island

PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.	Weighted Score	Market Adjustment

MODE OF ENTRY

Resale

Unbundled Network Elements

Trunks

Digital Subscriber Lines

Mode of Entry Total

#	CRITICAL MEASURES
1	OSS Interface
2	% On Time Ordering Notification
3	% Completed
4a	% Missed Appointment - VZ - Total - EEL
4b	% Missed Appointment
5	% Missed Appt. - VZ - No Disp.- Platform
6	Hot Cut Performance
7	% On Time Performance - UNE LNP
8	Missed Repair Appts.
9	Mean Time To Repair
10	% Repeat Reports within 30 Days
11	Final Trunk Groups Blocked
12	Collocation
13	Trouble Reports

Critical Measure Total

SPECIAL PROVISIONS

UNE Ordering

UNE Flow Through (Quarterly)

UNE Hot Cut Loop

EDI Measures

Billing Claims

Special Provision Total

CHANGE CONTROL

Grand Total

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

271 Backslide Market Adjustment Summary - CLEC A

Month

	Weighted Score	Market Adjustment	Number of Units in Market	Market Adjust. Rate	Number of Units for CLEC A	Total Market Adjustment for CLEC A
MODE OF ENTRY						
Resale						
Unbundled Network Elements						
Trunks						
DSL						

TOTAL MOE $ to CLEC A $0

CRITICAL MEASURES / EDI Special Provision

1	OSS Interface	Resale
1	OSS Interface	UNE
1	OSS Interface	DSL
2	% On Time LSRC - Flow Through - POTS - 2hrs	Resale
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	Resale
2	% OT LSRC >=10 Lines (Electronic) - POTS	Resale
2	% On Time LSR Reject - Flow Through - POTS	Resale
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	Resale
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	Resale
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	Resale
2	% On Time LSRC - Flow Through - POTS - 2hrs	UNE
2	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	UNE
2	% OT LSRC >=10 Lines (Electronic) - POTS	UNE
2	% On Time LSR Reject - Flow Through - POTS	UNE
2	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	UNE
2	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	UNE
2	% SOP to Bill Completion Sent w/in 3 Bus. Days	UNE
2	% On Time LSRC <10 Lines (E) -2Wire xDSL	DSL
2	% On Time LSRC <10 Lines (E) -DSL Line Share	DSL
2	% OT LSRC Reject <10 Lines (E) -2Wire xDSL	DSL
2	% OT LSRC Rej. <10 Lines (E) -DSL Line Share	DSL
3	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share	DSL
3	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL	DSL
4a	% Missed Appointment - BA - Total - EEL	UNE
4b	% Missed Appointment - BA - Total - Specials	Resale
4b	% Missed Appointment - BA - Total - Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - No Dispatch - POTS	Resale
4b	% Missed Appointment - BA - Total - Specials	UNE
4b	% Missed Appointment - BA - Total - Dispatch - New Loop	UNE
4b	% Missed Appointment - BA - Total - Trunks	Trunks
4b	Average Delay Days - Total - 2Wire xDSL	DSL
4b	Average Delay Days - Total - DSL Line Share	DSL
4b	% Missed Appointment- Dispatch - 2Wire xDSL	DSL
4b	% Missed Appt. - No Disp. - DSL Line Share	DSL
5	% Missed Appointment - BA - No Dispatch - Platform	UNE
6	% On Time Performance / % Troubles Within 7 Days	Hot Cut
7	% On Time Performance - LNP	Trunks
8	% Missed Repair Appt. (Loop) - 2Wire xDSL	DSL
8	% Missed Repair Appt. (Loop) - DSL Line Share	DSL
9	Mean Time to Repair - Specials	Resale
9	Mean Time to Repair - Loop Trouble	Resale
9	Mean Time to Repair - Central Office	Resale
9	% Out of Service > 24 Hours - POTS	Resale
9	Mean Time to Repair - Specials	UNE
9	Mean Time to Repair - Loop Trouble	UNE
9	Mean Time to Repair - Central Office	UNE
9	% Out of Service > 24 Hours - POTS	UNE
9	Mean Time to Repair - Trunks	Trunks
9	Mean Time To Repair - Loop - 2Wire xDSL	DSL
9	Mean Time To Repair - Loop - Line Share	DSL
10	% Repeat Reports within 30 Days - POTS	Resale
10	% Repeat Reports within 30 Days - Specials	Resale
10	% Repeat Reports within 30 Days - POTS	UNE
10	% Repeat Reports within 30 Days - Specials	UNE
10	% Repeat Reports within 30 Days - 2Wire xDSL	DSL
10	% Repeat Reports within 30 Days - DSL Line Share	DSL
11	Final Trunk Group Blocked - 2 Months	Trunks
11	Final Trunk Group Blocked - 3 Months	Trunks
12	% On Time Response to Request for Collocation	Collocation
12	% On Time - Collocation	Collocation
12	Average Delay Days	Collocation
13	% Installation Troubles w/in 30 days - 2 Wire Digital	DSL
13	Network Trouble Report Rate –Loop 2 Wire Digital	DSL
13	Network Trouble Report Rate - Loop 2 Wire xDSL	DSL
	Special Provision - Electronic Data Interface Measures	

ical Measure / EDI Special Provision $ to CLEC A $0

CHANGE CONTROL ASSURANCE PLAN

VERIZON RHODE ISLAND

~~JUNE 8~~DECEMBER 6, 2001

TABLE OF CONTENTS

I. INTRODUCTION

To ensure that Verizon Rhode Island ("Verizon RI"), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon RI will undertake the actions set forth in this Change Control Assurance Plan (the "CCAP") after entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. A total of $1,737,500 in bill credits will be at risk if Verizon RI provides unsatisfactory service to CLECs for the four measures in this Plan.

II. THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures are included in this Plan:

1. PO-4-01: % Change Management Notices Sent on Time;
2. PO-4-03: Change Management Notice Delay 8 plus Days;
3. PO-6-01: % Software Validation; and
4. PO-7-04: Delay Hours - Failed/Rejected Test Transactions - No Workaround.

Attached hereto as Appendix A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements ("UNEs") or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining "lines in service." (*See* PAP Section II (C)(2))

Under this Change Control Assurance Plan, Verizon RI will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon RI exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01,

PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be $695,000 under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed $695,000 in any year,[1] an additional amount of $1,042,500 will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of $1,737,500 will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the PAP and the CCAP The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

III. MONTHLY REPORTS

Each month Verizon RI will issue a report on its performance on the above measures to each CLEC providing service in Rhode Island.[2] The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon RI must provide pursuant to the standards set forth in Appendix I-A, and the specific amount of bill credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts must inform Verizon RI as to which of their accounts should receive any bill credits for the Change Control measures.

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[1] The "year" will be measured from the first day of Verizon RI's entry into the interLATA market.

[2] Verizon RI's performance on the other Change Control metrics will be reported in the monthly C2C reports.

IV. REVIEWS, UPDATES AND AUDITS

- Annual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon RI may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, the Commission will have the right from time to time, on 60-days notice to Verizon RI, to conduct an audit of data reported in the monthly reports.[3]

V. EXCEPTION PROCESS

Verizon RI will have the right to file a petition with the Commission seeking to have the standards contained in Appendix I-A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the standards contained in Appendix I-A would not serve the public interest. The application of one or more parts of Appendix I-A would not serve the public interest if Verizon RI could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon RI's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any Verizon RI petition for an Exception. In the event the Commission rules in Verizon RI's favor, Verizon RI will have the right to offset any paid bill credits against any future bill credits that may come due for either the Change Control measures or Performance Assurance Plan measures.

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[3] Unlike the most of the measures in the PAP, the recording of data for each of the measures in this Plan will be done manually.

VI. TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

The Change Control Assurance Plan will have the same term as the Performance Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until the Commission rescinds the Performance Assurance Plan or develops a replacement mechanism.

Change Control Performance Assurance Plan Measures

PO-4-01	**% Change Management Notices Sent on Time**			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	$0	$17,375	$34,750
PO-4-03	**Change Management Notice Delay 8 plus Days** (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	$1,737 per day		
PO-6-01	**% Software Validation** (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	$0	$6,950	$69,500
PO-7-04	**Delay Hours – Failed/Rejected Test Transactions – No Workaround** (See Note 2)			
	Performance Credit	$3,475 per day Per Release		

Note 1: Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2: PO-7-04 applies to failed Test Deck items executed by Verizon RI in
PO-6-01 and applies until all errors reported in PO-6-01 are fixed.